

# Complaint Finalised - Process Average Days

Finalised Date From: >= 1-Jul-2021

Finalised Date To: <= 30-Jun-2022

Run by: s 22 @14/07/2022 10:43:31 AM

Data	ADA	SDA	RDA	DDA	AHRCA - ILO	AHRCA - HR	Average days per case
1. Average Total Days from Received to Allocated	87	132	110	100	107	149	114
2. Average Total Days from Allocated to Finalised	54	85	93	79	87	78	80
3. Average Total Days Received to Finalised	142	218	203	180	194	227	195
4. Average Deferred Days	12	31	32	25	24	94	37
5. Average Active Days from Received to Finalised	129	186	171	154	169	133	157

5 rows returned

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# Complaint Finalised - Process Average Days

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Finalised Date From: >= 1-Jul-2022

Finalised Date To: <= 30-Jun-2023

Run by: s 22 @19/07/2023 10:28:08 AM

Data	ADA	SDA	RDA	DDA	AHRCA - ILO	AHRCA - HR	Average days per case
1. Average Total Days from Received to Allocated	199	165	183	175	197	145	174
2. Average Total Days from Allocated to Finalised	62	96	79	95	69	197	98
3. Average Total Days Received to Finalised	261	261	262	271	267	342	272
4. Average Deferred Days	16	36	26	33	23	131	38
5. Average Active Days from Received to Finalised	244	224	235	237	244	211	233

5 rows returned

# Complaint Finalised - Process Average Days

Finalised Date From: >= 1-Jul-2023

And Finalised Date To: <= 30-Jun-2024

Run by: s 22 @15/07/2024 4:32:49 PM

Data	ADA	SDA	RDA	DDA	AHRCA - ILO	AHRCA - HR	Average days per case
1. Average Total Days from Received to Allocated	215	193	220	201	223	134	202
2. Average Total Days from Allocated to Finalised	87	89	84	92	70	263	94
3. Average Total Days Received to Finalised	303	285	304	293	294	398	297
4. Average Deferred Days	19	30	25	27	9	179	30
5. Average Active Days from Received to Finalised	283	254	279	266	284	218	266
<b>GRAND TOTAL</b>							<b>889</b>

# Complaint Finalised - Process Average Days

Finalised Date From: >= 1-Jul-2024

And Finalised Date To: <= 30-Jun-2025

Run by: s 22 @13/07/2025 7:19:36 PM

Data	ADA	SDA	RDA	DDA	AHRCA - ILO	AHRCA - HR	Average days per case
1. Average Total Days from Received to Allocated	218	191	173	174	251	115	188
2. Average Total Days from Allocated to Finalised	103	118	116	110	20	210	103
3. Average Total Days Received to Finalised	322	310	289	285	271	325	292
4. Average Deferred Days	29	33	28	27	30	116	31
5. Average Active Days from Received to Finalised	293	276	261	257	240	208	260
<b>GRAND TOTAL</b>							<b>874</b>