

	2014/15	2015/16	2016/17	2017/18	2018/19
Number of Complaints Finalised	1217	948	965	928	941
Complaint Finalisation (Percentage)	%	%	%	%	%
Settled before conciliation	10.8	5.8	7.5	10.9	7.5
Settled at or after conciliation	17.5	14.1	15.2	17.5	19.1
Referred to NCAT – conciliation unsuccessful or not suitable	12.2	12.3	14.8	11.6	14.6
Declined before investigation – s89B – not a contravention	18.7	16.9	18.1	14.7	9.1
Declined before investigation – s89B – older than 12 months	1.0	1.7	1.7	3.7	3.0
Declined before investigation – s89B – other	0.3	0.1	0.4	0.4	0.0
Declined after investigation – s92	9.8	9.2	10.8	6.0	5.3
Declined after investigation and referred to NCAT	3.6	6.1	4.6	3.2	3.9
Withdrawn s92B	13.8	21.0	12.4	21.0	18.8
Abandoned s92C	11.9	12.8	14.6	11.0	18.6

