



December 2004

Summary of TIO complaint statistics for Western Australia (1 Jan – 3 Sep 2004)

Western Australians made a total of 3,518 complaints in the first nine months of 2004 (7.7% of total complaints for the period).

- 2,602 complaints were made by residents of the major cities including Perth and Fremantle;
- 410 complaints were made by residents of inner regional areas such as Mandurah, Bunbury and Northam;
- 305 complaints were made by residents of outer regional areas including Narrogin, Albany, Geraldton and Kalgoorlie-Boulder;
- 159 complaints came from remote areas such as Walpole, Bremer Bay, Broome, Carnarvon, Esperance, Karratha and Port Hedland; and
- 42 complaints came very remote areas including Derby, Marble Bar, Wyndham and Kununurra.

Western Australians were less likely to complain than residents of any other state, with an average of 1.9 complaints per 1000 residents. The national average was just over 2.42 complaints per 1000 residents. Residents of very remote areas of the state were among the least likely Australians to complain. The TIO received 0.65 complaints per thousand from very remote areas of WA.

51.8 % of complaints from WA related to landline services. The most common cause of complaint in this category was billing, while credit management and unauthorised customer transfer complaints ranked second and third. Billing complaints range from disputes about the accuracy of call charges to the imposition of administrative fees and the non-receipt of bills.

32.3% of complaints from WA related to mobile phone services. The most complaints received were about mobile contracts, followed by billing and faults.

15.9% of complaints from WA related to internet services. Once again the most common cause of complaint was billing, with faults - including reports of logon difficulties, drop-outs, insufficient connection speed and outages - and contracts complaints the second and third most common.

West Australian Complaints to the TIO		
	Total no. of Complaints	Complaints per 1000 population
Major Cities of Australia	2,602	2.02
Inner Regional Australia	410	1.88
Outer Regional Australia	305	1.72
Remote Australia	159	1.62
Very Remote Australia	42	0.65

"providing independent, just, informal, speedy resolution of complaints."

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