

COMPLAINT STATISTICS TEMPLATE

Complaint Numbers

Number of complaints received during the year with a comment by the Accountability Agent on the significance of the number. A note should explain how the term ‘complaint’ is being used in the reported statistics.

Complaint Processing and Outcomes

Complaints processed during the year broken down by the outcome.

Examples of typical outcomes include:

- complaints that could not be handled as they were outside the program’s jurisdiction (e.g. against a company that is not part of the CBPR program);
- complaints referred back to a business that are resolved at that point;
- complaints settled by the Accountability Agent;
- complaints transferred to another Accountability Agent, Privacy Enforcement Authority or other enforcement authority;
- complaints for which the Accountability Agent has made a finding (such as complaint dismissed, complaint upheld in part, complaint upheld in full).

When the Accountability Agent has made findings upholding complaints, further statistical information should be given about the outcomes and any subsequent enforcement action.

The Accountability Agent should include a comment on the significance of the complaints outcomes.

Complaints Type

Further statistics should be provided as to the type of complaints, including the subject matter of the complaint and characterization of the complainants and the respondents. Useful

classifications will include:

- complaint subject matter broken down by APEC information privacy principle (notice, collection limitation, use, etc);
- basic information about complainants, where known, such as the economy from which complaints have been made;
- Information about the type of respondents to complaints – this will vary on the nature of a particular CBPR program but may include industry classification (e.g. financial service activities, insurance), the capacity in which the respondent falls (e.g. information processor, employer, service provider), or size of company (SME, large company etc).

The Accountability Agent should comment on the significance of the reported figures.

Complaints Process Quality Measures

An indication should be given as to about any quality measures used in relation to the particular CBPR program. A typical measure may relate to timeliness. The Accountability Agent should offer a comment upon the figures reported.