IN THE SUPREME COURT OF VICTORIA
COMMERCIAL COURT
REGULATORY AND CIVIL PENALTIES LIST

S ECI

Case: S ECI 2026 07991
Filed on: 26/11/2026 09:49 AM

IN THE MATTER OF AIG AUSTRALIA LIMITED (ACN 004 727 753)

BETWEEN
AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION

Plaintiff

and
AIG AUSTRALIA LIMITED (ACN 004 727 753)

Defendant

CONCISE STATEMENT

Date of Document: 26 November 2026	Solicitors Code:
Filed on behalf of: Australian Securities and Investments Commission, the Plaintiff	Telephone: [redacted]
Prepared by: Nick Kelton, Lawyer, ASIC	Email: [redacted]

A. THE IMPORTANT MATERIAL FACTS GIVING RISE TO THE CLAIM

A.1 Introduction

1. The Defendant, AIG Australia Limited (**AIGAL**), is a general insurer which issues and administers general insurance products to retail clients, including retail travel insurance and consumer device insurance. AIGAL holds Australian financial services licence number 381686 and is a financial services licensee within the meaning of the *Corporations Act 2001* (Cth) (**Act**).

2. In this proceeding, the Plaintiff, the Australian Securities and Investments Commission (**ASIC**) alleges that AIGAL contravened its obligations under the Act about handling complaints by retail clients through its internal dispute resolution (**IDR**) procedure. As set out below, ASIC alleges that between 5 October 2021 and 19 December 2025 (**Relevant Period**), AIGAL failed to comply with the required timeframes to respond to complaints, gave complainants reasons for its delay in responding which were not the true reasons, did not inform complainants of their external dispute resolution rights, and did not have an effective system for recording information about complaints and keeping track of their progress. AIGAL thereby contravened ss 912A(1)(g) and (5A) of the Act.

A.2 AIGAL's obligations under the Act

3. Pursuant to ss 912A(1)(g)(i) and (2) of the Act, a financial services licensee providing financial services to retail clients must have a dispute resolution system that relevantly consists of an "internal dispute resolution procedure" that (a) complies with standards and requirements made or approved by ASIC, and (b) covers complaints against the licensee made by retail clients in connection with the provision of all financial services covered by the licence.

4. In 2020, ASIC made the *ASIC Corporations, Credit and Superannuation (Internal Dispute Resolution) Instrument 2020/98* (**IDR Instrument**). The IDR Instrument applies to complaints received on or after 5 October 2021 by a financial firm (including a financial services licensee).

5. Section 5(1) of the IDR Instrument provides that the standards and requirements for internal dispute resolution procedures made and approved by ASIC are set out in certain paragraphs of *Regulatory Guide 271: Internal Dispute Resolution* (**RG 271**).

6. The requirements in RG 271 relevantly include the following:

   (a) An IDR response must inform the complainant of the final outcome of the complaint, their right to take the complaint to the Australian Financial Complaints Authority (**AFCA**), and of the contact details for AFCA: **RG 271.53**.

   (b) An IDR response must be provided to the complainant no later than 30 calendar days after the complaint is received: **RG 271.56**.

   (c) The financial firm is not required to provide a complainant with an IDR response within the maximum timeframe if certain circumstances exist, namely:

      (i) there must be no reasonable opportunity for the financial firm to provide the IDR response within the maximum timeframe because resolution of the individual complaint is particularly complex, and/or circumstances beyond the financial firm's control are causing complaint management delays (**delay criteria**): **RG 271.65**; and

      (ii) before the maximum timeframe expires, the financial firm must give the complainant an IDR delay notification that informs the complainant about the reasons for the delay, their right to complain to AFCA if they are dissatisfied, and the contact details for AFCA: **RG 271.66**.

   (d) The IDR responses and IDR delay notifications provided to complainants must inform the complainant that they have the right to pursue their complaint with AFCA and provide details about how to access AFCA: **RG 271.111–.112**.

   (e) A financial firm must record all complaints that it receives. It must have an effective system for recording information about complaints. The system must enable the firm to keep track of the progress of each complaint: **RG 271.179**.

7. Section 7(1) of the IDR Instrument relevantly provides that Pt 7.6 of the Act applies in relation to financial services licensees as if s 912A(1)(g) were modified or varied by inserting paragraph (ia) in the following terms:

> in relation to an internal dispute resolution procedure for the purposes of paragraph (2)(a)—comply with the internal dispute resolution procedure; and

A.3 AIGAL's IDR procedure

8. At all relevant times on and after 5 October 2021, AIGAL's IDR procedure was set out in internal documents relevantly including those titled "Complaints Handling Procedure" (issued 1 October 2021 and re-issued 30 September 2025) and "Complaints Handling Policy" (issued 1 July 2021 and re-issued 16 January 2023). AIGAL's IDR procedure incorporated the requirements in RG 271.

9. At all relevant times on and after 5 October 2021, AIGAL was required to comply with the IDR procedure which contained each of the requirements of RG 271 set out in paragraph 6 above (**Complaint Requirements**).

10. At all relevant times on and after 5 October 2021, AIGAL had a system known as the Global Complaints Management System (**GCMS**), which was intended to be used to record complaints and data about their handling. AIGAL's IDR procedure required specified information about each complaint to be recorded in the GCMS. Throughout the Relevant Period, the GCMS did not generate any alert when an IDR response was due and did not reliably record whether or when an IDR response had been sent. At all relevant times up until 25 August 2025, the GCMS did not reliably record the date on which an IDR delay notification was sent. At various times during the Relevant Period, records of IDR communications were kept in a variety of other locations by AIGAL's complaints staff, including individual spreadsheets, personal drives and emails. AIGAL's internal reporting of its compliance with the maximum timeframe for IDR responses was unreliable, and in some instances, materially understated its non-compliance.

11. Throughout the Relevant Period, the IDR procedure directed staff responding to complaints that could not be resolved within 30 days to use template IDR delay notification letters. From at least November 2024, complaints staff used substantially similar wording in IDR delay notifications, which identified complaint "complexity" as the reason for delay. From at least April 2025, that wording was formalised in an IDR delay notification template that prepopulated complexity as the reason for delay.

12. By no later than January 2023 until at least September 2025, AIGAL outsourced parts of its complaints handling function to external service providers. From October 2024, AIGAL engaged AIG Travel Asia Pacific (**ATAP**), which was then a member of the AIG corporate group, to manage complaints about its retail travel insurance products. Following the sale of the AIG corporate group's travel business on 2 December 2024, ATAP became an external service provider and

was later renamed TravelGuard. ATAP/TravelGuard did not have access to the GCMS and recorded the complaints it handled in a separate spreadsheet between October 2024 and March 2025. This resulted in complaints data and supporting documentation not being reliably recorded in the GCMS during that period.

13. AIGAL did not consistently resource its complaints function to the level it identified as necessary to appropriately manage complaint volumes. AIGAL did not implement formal, mandatory training for its complaints staff on the requirements of RG 271 until July 2024. AIGAL also did not implement formal, mandatory onboarding training on the IDR procedure until September 2025. Further, prior to September 2025, AIGAL gave its complaints staff limited guidance as to the circumstances in which resolution of a complaint was to be regarded as particularly complex.

A.4 Failures to comply with the Complaint Requirements

14. During the Relevant Period, AIGAL failed to comply with the Complaint Requirements in relation to **534** complaints from retail clients who were individuals as set out below. The complaints the subject of the alleged contraventions are listed in Schedule A to this Concise Statement.

15. During the Relevant Period, for **449** complaints identified in Schedule A, AIGAL did not issue an IDR response, or an IDR delay notification, within 30 calendar days of receipt of the complaint. It therefore did not comply with the requirements set out in RG 271.56.

16. During the Relevant Period, for **9** complaints identified in Schedule A, AIGAL sent IDR delay notifications when the delay criteria referred to in paragraph 6(c)(i) above were not satisfied. In each instance the IDR delay notification asserted that the delay was attributable to the complexity of the complaint, which was not true. In respect of those complaints, AIGAL therefore could not rely on the exceptions set out in RG 271.65 and RG 271.66, and accordingly it did not comply with the requirements set out in RG 271.56.

17. During the Relevant Period, AIGAL did not comply with the Complaint Requirements for the content of purported IDR responses and IDR delay notifications referred to in paragraphs 6(a), 6(c)(ii) and 6(d) above in the following instances:

    (a) For **57** complaints identified in Schedule A, the IDR response was sent within 30 calendar days after receipt of the complaint or after an IDR delay notification sent within that period, but did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.

    (b) For **19** complaints identified in Schedule A, the IDR delay notification was sent before the expiry of the maximum timeframe, but did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.

    AIGAL therefore did not comply with the requirements set out in RG 271.56, further or alternatively, the requirements set out in RG 271.112.

18. During the Relevant Period, AIGAL did not comply with the Complaint Requirements for the content of purported IDR responses and IDR delay notifications referred to in paragraph 6(d) above in the following instances:

    a) For **81** complaints identified in Schedule A, the IDR response, which was sent after the maximum timeframe had expired (as alleged in paragraphs 15 and 17(b)), did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.

    b) For **22** complaints identified in Schedule A, the IDR delay notification, which was not sent before the expiry of the maximum timeframe, did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.

    AIGAL therefore did not comply with the requirements set out in RG 271.112.

19. During the Relevant Period, AIGAL did not have an effective system for recording information about complaints, further or alternatively, its system did not enable it to keep track of the progress of each complaint. ASIC relies on the matters set out in paragraphs 10 to 13 above and on the complaints in categories 3 and 4 of Schedule A, for which AIGAL has no record of an IDR response having been sent.

20. By reason of the matters set out in paragraph 19, AIGAL did not comply with the requirements set out in RG 271.179.

B. THE LEGAL BASIS FOR THE RELIEF SOUGHT

21. By reason of the matters set out in paragraphs 8 to 20 above, AIGAL failed in each of the identified instances to comply with the IDR procedure complying with standards, and requirements, made or approved by ASIC under RG 271. AIGAL thereby contravened s 912A(1)(g)(ia) of the Act (as modified by s 7(1) of the IDR Instrument).

22. By reason of the above contraventions of s 912A(1)(g)(ia), AIGAL contravened s 912A(5A) of the Act during the Relevant Period. Each failure to comply with RG 271.56 referred to in paragraphs 15 to 17 above was a failure to provide an IDR response within a particular period, such that AIGAL committed a separate contravention of s 912A(5A) of the Act in respect of each day during which the contravention continued, pursuant to s 1317QA(2) of the Act.

C. THE RELIEF SOUGHT FROM THE COURT AND THE PARTY AGAINST WHOM THE RELIEF IS SOUGHT

23. ASIC seeks the relief set out in the accompanying Originating Process, including declarations of contravention under s 1317E(1) of the Act, pecuniary penalty orders under s 1317G(1) of the Act, adverse publicity orders and orders requiring AIGAL to implement a compliance program under s 1101B(1) of the Act, and an order that AIGAL pay ASIC's costs of this proceeding.

D. THE ALLEGED HARM

24. Internal dispute resolution is the means by which complaints made by retail clients against a financial services licensee are resolved without recourse to external dispute resolution or litigation. The Complaint Requirements exist so that a complainant is told the outcome of their complaint within the required timeframe, is given accurate information about any delay that has occurred, and is informed of their right to take the complaint to AFCA and how to do so, and so that the licensee can properly manage each complaint. AIGAL's failures to comply with the Complaint Requirements deprived complainants of those protections. The harm caused to individual complainants varied depending on the nature of the underlying complaint and the extent of AIGAL's non-compliance.

25. Complainants whose complaints were not determined within the maximum timeframe were left without a decision on their complaint, some for many months, and some of whom experienced inconvenience, uncertainty, frustration, and, in some cases, emotional distress arising from the delays. The affected complainants included those who were unwell, injured, recently bereaved or otherwise in difficult circumstances when they made their complaint.

26. Where AIGAL ultimately accepted a claim, refunded a premium, or otherwise agreed to compensate a complainant after non-compliance with the required IDR timeframes, its delay postponed payment of the amount to which the complainant was ultimately entitled.

27. Complainants who were given a reason for delay, which was not the true reason for delay, were denied accurate information about the handling of their complaint, and the opportunity to make an informed decision whether to pursue their complaint with AFCA. Complainants who were not informed of their right to take their complaint to AFCA, or of how to access AFCA, were impeded in their access to external dispute resolution.

28. Because AIGAL's system did not enable it to manage and keep track of the progress of each complaint, AIGAL could not reliably identify overdue complaints and act on them.

Date: 26 November 2026



Signed by Nick Kelton
Lawyer for the Plaintiff

This Concise Statement was prepared by Alexandra Folie and Kelly Butler.

Schedule A – Complaints the subject of the alleged contraventions

DEFINITIONS		
Category	**Cross-reference to the Concise Statement**	**Description**
Category 1	A.41515	Failure to comply with RG271.56 in circumstances where the IDR response was sent outside the 30-day timeframe and the IDR delay notification was also sent outside the 30-day timeframe.
Category 2	15	Failure to comply with RG271.56 in circumstances where the IDR response was sent outside the 30-day timeframe and there is no record of an IDR delay notification being sent.
Category 3	15	Failure to comply with RG271.56 in circumstances where there is no record of an IDR response being sent but an IDR delay notification was sent outside the 30-day timeframe.
Category 4	15	Failure to comply with RG271.56 in circumstances where there is no record of both the IDR response and the IDR delay notification being sent.
Category 5	16	Failure to comply with RG271.56 in circumstances where AIGAL sent IDR delay notifications that did not meet the requirements of RG 271.65 and RG 271.66
Category 6	17(a)	Failure to comply with RG271.56 and/or RG271.112 in circumstances where the IDR response (sent within 30 calendar days after receipt of the complaint, or after an IDR delay notification sent within that period) did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.
Category 7	17(b)	Failure to comply with RG271.56 and/or RG271.112 in circumstances where the IDR delay notification (which was sent before the expiry of the maximum timeframe) did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.
Category 8	18(a)	Failure to comply with RG271.112 in circumstances where the IDR Response (sent after the maximum timeframe had expired: see paragraphs 15 and 17(b)) did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.
Category 9	18(b)	Failure to comply with RG271.112 in circumstances where the IDR Delay notification (which was not sent before the expiry of the maximum timeframe) did not inform the complainant about their right to take the complaint to AFCA or to include AFCA's contact details.

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 1	GCS-219787	13-Oct-21	No Record	No Record				X					
Complainant 2	GCS-209191	15-Oct-21	34	No Record		X							
Complainant 3	GCS-219790	27-Oct-21	No Record	No Record				X					
Complainant 4	GCS-209689	29-Oct-21	31	No Record		X							
Complainant 5	GCS-210394	16-Nov-21	No Record	No Record				X					
Complainant 6	GCS-219836	17-Nov-21	No Record	No Record				X					
Complainant 7	GCS-221981	29-Nov-21	No Record	No Record				X					
Complainant 8	GCS-210800	30-Nov-21	No Record	No Record				X					
Complainant 9	GCS-219837	25-Jan-22	No Record	No Record				X					
Complainant 10	GCS-219839	12-Feb-22	No Record	No Record				X					
Complainant 11	GCS-219842	08-Mar-22	No Record	No Record				X					
Complainant 12	GCS-219877	10-May-22	No Record	No Record				X					
Complainant 13	GCS-219334	04-Jul-22	No Record	No Record				X					
Complainant 14	GCS-221722	01-Aug-22	58	No Record		X							
Complainant 15	GCS-221803	11-Aug-22	49	No Record		X							
Complainant 16	GCS-221519	15-Sep-22	32	No Record		X							
Complainant 17	GCS-501583	15-Oct-22	No Record	No Record				X					
Complainant 18	GCS-501112	29-Nov-22	No Record	No Record				X					
Complainant 19	GCS-501588	06-Dec-22	42	No Record		X							
Complainant 20	GCS-503148	05-Jan-23	No Record	No Record				X					
Complainant 21	GCS-503285	14-Jan-23	No Record	No Record				X					
Complainant 22	GCS-505142	30-Mar-23	35	No Record		X							
Complainant 23	GCS-507459	06-Apr-23	103	No Record		X							
Complainant 24	GCS-505745	22-Apr-23	40	25							X	X	
Complainant 25	GCS-507801	07-Jul-23	34	No Record		X							
Complainant 26	GCS-507829	09-Jul-23	36	30							X		

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 27	GCS-507828	10-Jul-23	36	30							X		
Complainant 28	GCS-507893	13-Jul-23	33	No Record		X							
Complainant 29	GCS-509395	02-Sep-23	32	26							X		
Complainant 30	GCS-509981	28-Sep-23	No Record	No Record				X					
Complainant 31	GCS-509982	28-Sep-23	46	No Record		X							
Complainant 32	GCS-510331	07-Oct-23	32	No Record		X							
Complainant 33	GCS-511156	19-Oct-23	39	32	X								X
Complainant 34	GCS-511360	31-Oct-23	35	No Record		X							
Complainant 35	GCS-511608	02-Nov-23	32	No Record		X							
Complainant 36	GCS-511606	03-Nov-23	33	No Record		X							
Complainant 37	GCS-511454	06-Nov-23	36	29							X		
Complainant 38	GCS-511564	06-Nov-23	37	No Record		X							
Complainant 39	GCS-511566	06-Nov-23	32	No Record		X							
Complainant 40	GCS-511709	08-Nov-23	34	No Record		X							
Complainant 41	GCS-511648	10-Nov-23	31	No Record		X							
Complainant 42	GCS-512254	11-Nov-23	32	No Record		X							
Complainant 43	GCS-511850	14-Nov-23	36	No Record		X							
Complainant 44	GCS-512218	17-Nov-23	31	No Record		X							
Complainant 45	GCS-512516	05-Dec-23	43	No Record		X							
Complainant 46	GCS-514067	14-Dec-23	70	No Record		X							
Complainant 47	GCS-512937	15-Dec-23	52	No Record		X							
Complainant 48	GCS-513669	20-Dec-23	36	No Record		X							
Complainant 49	GCS-513037	21-Dec-23	32	No Record		X							
Complainant 50	GCS-514599	29-Dec-23	60	No Record		X							
Complainant 51	GCS-513792	11-Jan-24	41	No Record		X							
Complainant 52	GCS-513796	12-Jan-24	35	No Record		X							
Complainant 53	GCS-513657	17-Jan-24	36	No Record		X							
Complainant 54	GCS-513841	24-Jan-24	83	No Record		X							
Complainant 55	GCS-514352	29-Jan-24	32	No Record		X							
Complainant 56	GCS-514112	01-Feb-24	40	No Record		X							
Complainant 57	GCS-517509	03-Feb-24	207	No Record		X						X	
Complainant 58	GCS-514459	08-Feb-24	69	No Record		X							
Complainant 59	GCS-514980	09-Feb-24	41	No Record		X							
Complainant 60	GCS-514545	16-Feb-24	32	No Record		X							
Complainant 61	GCS-515186	17-Feb-24	48	No Record		X							
Complainant 62	GCS-514728	22-Feb-24	33	29							X		
Complainant 63	GCS-514861	23-Feb-24	32	28							X		
Complainant 64	GCS-514905	23-Feb-24	34	28							X		
Complainant 65	GCS-515188	03-Mar-24	37	37	X								X
Complainant 66	GCS-515015	05-Mar-24	41	30							X		
Complainant 67	GCS-515187	05-Mar-24	31	No Record		X							
Complainant 68	GCS-515294	07-Mar-24	34	No Record		X							
Complainant 69	GCS-515293	08-Mar-24	32	No Record		X							
Complainant 70	GCS-515327	09-Mar-24	34	No Record		X							

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 71	GCS-515498	12-Mar-24	31	No Record		X							
Complainant 72	GCS-515572	18-Mar-24	36	No Record		X							
Complainant 73	GCS-515686	18-Mar-24	35	24							X		
Complainant 74	GCS-515932	18-Mar-24	36	No Record		X							
Complainant 75	GCS-515685	19-Mar-24	38	No Record		X							
Complainant 76	GCS-515567	21-Mar-24	46	No Record		X							
Complainant 77	GCS-515687	21-Mar-24	39	No Record		X							
Complainant 78	GCS-515689	25-Mar-24	36	No Record		X							
Complainant 79	GCS-516257	26-Mar-24	49	No Record		X							
Complainant 80	GCS-516326	26-Mar-24	36	No Record		X							
Complainant 81	GCS-515931	28-Mar-24	43	No Record		X							
Complainant 82	GCS-515933	01-Apr-24	35	No Record		X							
Complainant 83	GCS-516043	01-Apr-24	42	No Record		X							
Complainant 84	GCS-516472	04-Apr-24	No Record	No Record				X					
Complainant 85	GCS-515930	03-Apr-24	40	30							X		
Complainant 86	GCS-516214	06-Apr-24	31	No Record		X							
Complainant 87	GCS-516216	08-Apr-24	32	No Record		X							
Complainant 88	GCS-516279	10-Apr-24	33	No Record		X							
Complainant 89	GCS-516259	11-Apr-24	35	No Record		X							
Complainant 90	GCS-516258	15-Apr-24	36	No Record		X							
Complainant 91	GCS-516281	15-Apr-24	37	No Record		X							
Complainant 92	GCS-516621	28-Apr-24	39	No Record		X							
Complainant 93	GCS-516541	29-Apr-24	31	No Record		X							
Complainant 94	GCS-516566	01-May-24	62	No Record		X							
Complainant 95	GCS-517545	16-May-24	98	No Record		X						X	
Complainant 96	GCS-517369	17-May-24	No Record	No Record				X					
Complainant 97	GCS-517372	20-May-24	52	No Record		X							
Complainant 98	GCS-517200	22-May-24	42	No Record		X							
Complainant 99	GCS-517281	22-May-24	51	No Record		X							
Complainant 100	GCS-517367	22-May-24	48	No Record		X							
Complainant 101	GCS-517400	23-May-24	55	No Record		X							
Complainant 102	GCS-517516	24-May-24	102	No Record		X						X	
Complainant 103	GCS-517515	26-May-24	60	No Record		X							
Complainant 104	GCS-517402	30-May-24	61	No Record		X							
Complainant 105	GCS-517438	30-May-24	68	No Record		X							
Complainant 106	GCS-517439	30-May-24	61	No Record		X							
Complainant 107	GCS-517435	31-May-24	70	No Record		X							
Complainant 108	GCS-517436	31-May-24	No Record	No Record				X					
Complainant 109	GCS-517440	31-May-24	69	No Record		X							
Complainant 110	GCS-517511	31-May-24	34	No Record		X							
Complainant 111	GCS-517684	31-May-24	90	No Record		X						X	
Complainant 112	GCS-517443	03-Jun-24	No Record	No Record				X					
Complainant 113	GCS-517508	03-Jun-24	32	No Record		X							
Complainant 114	GCS-517517	03-Jun-24	78	No Record		X						X	

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 115	GCS-517546	03-Jun-24	84	No Record		X							
Complainant 116	GCS-517649	05-Jun-24	92	No Record		X						X	
Complainant 117	GCS-517654	05-Jun-24	84	No Record		X						X	
Complainant 118	GCS-517650	07-Jun-24	80	No Record		X						X	
Complainant 119	GCS-517822	07-Jun-24	60	No Record		X							
Complainant 120	GCS-517653	08-Jun-24	53	No Record		X							
Complainant 121	GCS-517651	09-Jun-24	64	23							X	X	
Complainant 122	GCS-517652	09-Jun-24	No Record	No Record				X					
Complainant 123	GCS-517655	09-Jun-24	64	No Record		X							
Complainant 124	GCS-517657	10-Jun-24	79	No Record		X						X	
Complainant 125	GCS-517661	10-Jun-24	63	No Record		X							
Complainant 126	GCS-517685	10-Jun-24	51	No Record		X							
Complainant 127	GCS-517731	11-Jun-24	62	No Record		X							
Complainant 128	GCS-517687	12-Jun-24	69	No Record		X							
Complainant 129	GCS-517728	12-Jun-24	72	No Record		X						X	
Complainant 130	GCS-517729	12-Jun-24	37	No Record		X							
Complainant 131	GCS-517762	13-Jun-24	69	No Record		X							
Complainant 132	GCS-517864	13-Jun-24	57	No Record		X							
Complainant 133	GCS-517827	18-Jun-24	71	No Record		X						X	
Complainant 134	GCS-517863	18-Jun-24	56	No Record		X						X	
Complainant 135	GCS-517941	19-Jun-24	57	No Record		X						X	
Complainant 136	GCS-517942	25-Jun-24	64	No Record		X						X	
Complainant 137	GCS-517981	26-Jun-24	No Record	No Record				X					
Complainant 138	GCS-518003	26-Jun-24	54	No Record		X						X	
Complainant 139	GCS-518004	26-Jun-24	78	No Record		X						X	
Complainant 140	GCS-518005	26-Jun-24	No Record	No Record				X					
Complainant 141	GCS-518028	28-Jun-24	61	No Record		X						X	
Complainant 142	GCS-518068	28-Jun-24	56	No Record		X						X	
Complainant 143	GCS-518198	02-Jul-24	35	No Record		X							
Complainant 144	GCS-518200	02-Jul-24	42	No Record		X							
Complainant 145	GCS-518201	02-Jul-24	38	No Record		X							
Complainant 146	GCS-518199	03-Jul-24	41	No Record		X							
Complainant 147	GCS-518229	04-Jul-24	No Record	No Record				X					
Complainant 148	GCS-518447	04-Jul-24	40	No Record		X							
Complainant 149	GCS-519839	04-Jul-24	No Record	No Record				X					
Complainant 150	GCS-518291	05-Jul-24	47	No Record		X							
Complainant 151	GCS-518295	05-Jul-24	45	No Record		X						X	
Complainant 152	GCS-518522	05-Jul-24	No Record	No Record				X					
Complainant 153	GCS-518287	07-Jul-24	52	No Record		X							
Complainant 154	GCS-519365	11-Jul-24	48	No Record		X							
Complainant 155	GCS-518521	11-Jul-24	56	29							X		
Complainant 156	GCS-519769	13-Jul-24	129	No Record		X						X	
Complainant 157	GCS-518469	16-Jul-24	125	No Record		X							
Complainant 158	GCS-518471	16-Jul-24	42	No Record		X							

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 159	GCS-518523	17-Jul-24	48	No Record		X							
Complainant 160	GCS-518552	17-Jul-24	43	No Record		X							
Complainant 161	GCS-518554	17-Jul-24	35	33	X								X
Complainant 162	GCS-518520	18-Jul-24	43	No Record		X							
Complainant 163	GCS-518549	18-Jul-24	42	No Record		X							
Complainant 164	GCS-518558	19-Jul-24	55	No Record		X						X	
Complainant 165	GCS-518634	19-Jul-24	No Record	No Record				X					
Complainant 166	GCS-518548	19-Jul-24	40	No Record		X						X	
Complainant 167	GCS-518635	21-Jul-24	45	No Record		X						X	
Complainant 168	GCS-518672	21-Jul-24	32	No Record		X							
Complainant 169	GCS-518797	21-Jul-24	306	No Record		X							
Complainant 170	GCS-518674	22-Jul-24	37	No Record		X						X	
Complainant 171	GCS-518795	23-Jul-24	79	No Record		X							
Complainant 172	GCS-518853	23-Jul-24	45	No Record		X						X	
Complainant 173	GCS-518793	24-Jul-24	36	No Record		X						X	
Complainant 174	GCS-518636	25-Jul-24	No Record	No Record				X					
Complainant 175	GCS-518673	25-Jul-24	No Record	No Record				X					
Complainant 176	GCS-518702	25-Jul-24	32	No Record		X							
Complainant 177	GCS-518792	26-Jul-24	41	No Record		X							
Complainant 178	GCS-518766	27-Jul-24	39	No Record		X						X	
Complainant 179	GCS-518823	30-Jul-24	No Record	No Record				X					
Complainant 180	GCS-518824	30-Jul-24	44	No Record		X						X	
Complainant 181	GCS-519687	01-Aug-24	No Record	No Record				X					
Complainant 182	GCS-518980	02-Aug-24	34	No Record		X							
Complainant 183	GCS-518854	03-Aug-24	33	No Record		X						X	
Complainant 184	GCS-518981	04-Aug-24	31	No Record		X						X	
Complainant 185	GCS-518985	26-Jul-24	33	No Record		X							
Complainant 186	GCS-519205	07-Aug-24	36	No Record		X						X	
Complainant 187	GCS-520425	07-Aug-24	56	No Record		X						X	
Complainant 188	GCS-519274	08-Aug-24	102	No Record		X							
Complainant 189	GCS-519237	11-Aug-24	36	No Record		X						X	
Complainant 190	GCS-519732	14-Aug-24	79	No Record		X						X	
Complainant 191	GCS-519240	15-Aug-24	33	No Record		X							
Complainant 192	GCS-519309	15-Aug-24	47	No Record		X						X	
Complainant 193	GCS-519647	15-Aug-24	No Record	No Record				X					
Complainant 194	GCS-519595	16-Aug-24	49	No Record		X							
Complainant 195	GCS-520111	18-Aug-24	No Record	No Record				X					
Complainant 196	GCS-520066	19-Aug-24	No Record	No Record				X					
Complainant 197	GCS-519486	20-Aug-24	91	No Record		X							
Complainant 198	GCS-520266	20-Aug-24	No Record	No Record				X					
Complainant 199	GCS-519332	21-Aug-24	No Record	No Record				X					
Complainant 200	GCS-519333	23-Aug-24	31	No Record		X							
Complainant 201	GCS-519339	23-Aug-24	No Record	No Record				X					
Complainant 202	GCS-519729	23-Aug-24	34	No Record		X							

					Contravention of s 912A(1)(g) of the Act								
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Complainant 203	GCS-520064	23-Aug-24	No Record	No Record				X					
Complainant 204	GCS-519429	24-Aug-24	38	No Record		X						X	
Complainant 205	GCS-519524	26-Aug-24	35	No Record		X							
Complainant 206	GCS-519525	27-Aug-24	38	30							X		
Complainant 207	GCS-519523	28-Aug-24	34	29							X	X	
Complainant 208	GCS-519526	28-Aug-24	35	No Record		X						X	
Complainant 209	GCS-519487	29-Aug-24	No Record	No Record				X					
Complainant 210	GCS-519522	30-Aug-24	61	No Record		X						X	
Complainant 211	GCS-519645	02-Sep-24	35	No Record		X							
Complainant 212	GCS-519730	02-Sep-24	31	No Record		X							
Complainant 213	GCS-520426	03-Sep-24	43	No Record		X						X	
Complainant 214	GCS-519622	05-Sep-24	43	No Record		X							
Complainant 215	GCS-520141	09-Sep-24	35	No Record		X							
Complainant 216	GCS-520050	12-Sep-24	32	No Record		X							
Complainant 217	GCS-520033	13-Sep-24	35	28							X		
Complainant 218	GCS-520052	13-Sep-24	31	No Record		X						X	
Complainant 219	GCS-520055	14-Sep-24	No Record	No Record				X					
Complainant 220	GCS-520072	14-Sep-24	No Record	No Record				X					
Complainant 221	GCS-520035	15-Sep-24	29	No Record						X			
Complainant 222	GCS-520656	17-Sep-24	148	65	X								
Complainant 223	GCS-520101	18-Sep-24	37	30							X		
Complainant 224	GCS-520074	19-Sep-24	61	No Record		X							
Complainant 225	GCS-520077	19-Sep-24	No Record	62			X						
Complainant 226	GCS-520080	21-Sep-24	32	No Record		X						X	
Complainant 227	GCS-520104	21-Sep-24	31	No Record		X						X	
Complainant 228	GCS-520105	21-Sep-24	30	Not Applicable						X			
Complainant 229	GCS-520427	24-Sep-24	No Record	57			X						
Complainant 230	GCS-520142	25-Sep-24	133	56	X								
Complainant 231	GCS-520200	22-Oct-24	No Record	31			X						
Complainant 232	GCS-520298	27-Sep-24	131	56	X								
Complainant 233	GCS-520968	27-Sep-24	59	56	X								
Complainant 234	GCS-520252	30-Sep-24	No Record	No Record				X					
Complainant 235	GCS-520615	30-Sep-24	73	51	X								
Complainant 236	GCS-520251	01-Oct-24	55	52	X								
Complainant 237	GCS-520253	01-Oct-24	59	50	X								
Complainant 238	GCS-522290	01-Oct-24	23	No Record						X			
Complainant 239	GCS-522215	09-Sep-24	No Record	No Record				X					
Complainant 240	GCS-522355	02-Oct-24	19	No Record						X			
Complainant 241	GCS-520351	03-Oct-24	124	49	X								
Complainant 242	GCS-520507	03-Oct-24	47	No Record		X						X	
Complainant 243	GCS-522214	03-Oct-24	62	No Record		X						X	
Complainant 244	GCS-520474	06-Oct-24	68	47	X								
Complainant 245	GCS-524350	08-Oct-24	37	No Record		X						X	
Complainant 246	GCS-520614	09-Oct-24	145	43	X								

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Complainant 247	GCS-520653	07-Oct-24	40	37	X								X
Complainant 248	GCS-520513	10-Oct-24	43	No Record		X							
Complainant 249	GCS-520611	10-Oct-24	34	No Record		X						X	
Complainant 250	GCS-520740	10-Oct-24	98	42	X							X	
Complainant 251	GCS-520580	11-Oct-24	42	No Record		X							
Complainant 252	GCS-520581	11-Oct-24	No Record	No Record				X					
Complainant 253	GCS-520584	11-Oct-24	95	41	X							X	
Complainant 254	GCS-520652	11-Oct-24	115	41	X								
Complainant 255	GCS-520655	10-Oct-24	69	43	X							X	
Complainant 256	GCS-524345	11-Oct-24	39	No Record		X						X	
Complainant 257	GCS-524347	11-Oct-24	No Record	No Record				X					
Complainant 258	GCS-520613	10-Oct-24	54	42	X								
Complainant 259	GCS-520650	14-Oct-24	51	38	X								
Complainant 260	GCS-520654	31-Jul-24	259	114	X							X	
Complainant 261	GCS-520698	14-Oct-24	213	No Record		X							
Complainant 262	GCS-520845	14-Oct-24	128	39	X								
Complainant 263	GCS-520917	14-Oct-24	270	43	X								
Complainant 264	GCS-524382	14-Oct-24	No Record	No Record				X					
Complainant 265	GCS-520649	15-Oct-24	127	38	X								
Complainant 266	GCS-520739	15-Oct-24	133	38	X								
Complainant 267	GCS-520798	16-Oct-24	133	37	X								
Complainant 268	GCS-521311	16-Oct-24	182	37	X							X	
Complainant 269	GCS-520742	18-Oct-24	133	35	X								
Complainant 270	GCS-520942	18-Oct-24	55	39	X								
Complainant 271	GCS-520878	20-Oct-24	44	33	X								
Complainant 272	GCS-520839	18-Oct-24	55	35	X								
Complainant 273	GCS-520996	21-Oct-24	57	No Record		X						X	
Complainant 274	GCS-521137	21-Oct-24	214	38	X								
Complainant 275	GCS-520944	22-Oct-24	34	31	X								
Complainant 276	GCS-521603	22-Oct-24	86	No Record		X						X	
Complainant 277	GCS-520945	25-Oct-24	No Record	32			X						
Complainant 278	GCS-521028	25-Oct-24	231	33	X								
Complainant 279	GCS-521066	25-Oct-24	53	No Record		X						X	
Complainant 280	GCS-521002	26-Oct-24	172	94	X							X	
Complainant 281	GCS-521068	26-Oct-24	96	94	X								
Complainant 282	GCS-521070	26-Oct-24	172	94	X							X	
Complainant 283	GCS-521027	27-Oct-24	200	93	X								
Complainant 284	GCS-522489	27-Oct-24	151	87	X								
Complainant 285	GCS-521198	29-Oct-24	30	91						X			
Complainant 286	GCS-521251	30-Oct-24	78	29						X			
Complainant 287	GCS-521255	31-Oct-24	167	29						X			
Complainant 288	GCS-524368	31-Oct-24	No Record	No Record				X					
Complainant 289	GCS-521141	01-Nov-24	202	31	X								
Complainant 290	GCS-521392	01-Nov-24	115	88	X								

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Complainant 291	GCS-521310	02-Nov-24	165	30						X			
Complainant 292	GCS-521600	02-Nov-24	68	30						X			
Complainant 293	GCS-524371	02-Nov-24	No Record	No Record				X					
Complainant 294	GCS-521309	04-Nov-24	163	30						X			
Complainant 295	GCS-521366	04-Nov-24	No Record	32			X						
Complainant 296	GCS-521742	04-Nov-24	95	No Record		X							
Complainant 297	GCS-522477	05-Nov-24	162	72	X							X	
Complainant 298	GCS-521414	06-Nov-24	209	No Record		X							
Complainant 299	GCS-521679	07-Nov-24	196	32	X								
Complainant 300	GCS-521368	08-Nov-24	159	31	X							X	
Complainant 301	GCS-521409	08-Nov-24	229	No Record		X							
Complainant 302	GCS-521641	08-Nov-24	28	31						X			
Complainant 303	GCS-521454	09-Nov-24	103	No Record		X							
Complainant 304	GCS-521485	10-Nov-24	226	32	X								
Complainant 305	GCS-521604	10-Nov-24	233	No Record		X							
Complainant 306	GCS-521413	11-Nov-24	193	31	X								
Complainant 307	GCS-521415	11-Nov-24	No Record	31			X						
Complainant 308	GCS-521718	11-Nov-24	186	31	X								
Complainant 309	GCS-521750	11-Nov-24	193	39	X								
Complainant 310	GCS-521645	12-Nov-24	155	30						X			
Complainant 311	GCS-521486	13-Nov-24	154	29						X			
Complainant 312	GCS-521493	13-Nov-24	154	29						X			
Complainant 313	GCS-521494	13-Nov-24	154	29						X			
Complainant 314	GCS-521496	13-Nov-24	154	29						X			
Complainant 315	GCS-521681	13-Nov-24	154	29						X			
Complainant 316	GCS-521638	14-Nov-24	No Record	32			X						
Complainant 317	GCS-521676	14-Nov-24	193	32	X								
Complainant 318	GCS-521996	14-Nov-24	189	32	X								
Complainant 319	GCS-521646	15-Nov-24	76	31	X								
Complainant 320	GCS-521773	17-Nov-24	187	31	X								
Complainant 321	GCS-521647	19-Nov-24	148	30						X			
Complainant 322	GCS-521680	04-Nov-24	203	45	X								
Complainant 323	GCS-522242	19-Nov-24	148	No Record		X						X	
Complainant 324	GCS-521813	20-Nov-24	187	37	X								
Complainant 325	GCS-521710	05-Nov-24	202	45	X								
Complainant 326	GCS-521767	21-Nov-24	54	29						X			
Complainant 327	GCS-521854	21-Nov-24	146	29						X			
Complainant 328	GCS-521749	22-Nov-24	55	28						X			
Complainant 329	GCS-521766	22-Nov-24	145	28						X			
Complainant 330	GCS-521768	22-Nov-24	185	31	X								
Complainant 331	GCS-521957	23-Nov-24	144	30						X			
Complainant 332	GCS-524390	23-Nov-24	30	No Record						X			
Complainant 333	GCS-521769	25-Nov-24	182	29					X				
Complainant 334	GCS-521809	26-Nov-24	No Record	31			X						

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Complainant 335	GCS-521849	27-Nov-24	140	30						X			
Complainant 336	GCS-522022	27-Nov-24	93	37	X							X	
Complainant 337	GCS-522241	27-Nov-24	197	51	X								
Complainant 338	GCS-522110	19-Nov-24	197	38	X								
Complainant 339	GCS-522446	28-Nov-24	176	56	X								
Complainant 340	GCS-522240	29-Nov-24	62	41	X							X	
Complainant 341	GCS-522059	02-Dec-24	92	31	X								
Complainant 342	GCS-522064	02-Dec-24	44	31	X								
Complainant 343	GCS-521958	03-Dec-24	171	31	X								
Complainant 344	GCS-522060	03-Dec-24	134	30						X			
Complainant 345	GCS-522056	04-Dec-24	133	30						X			
Complainant 346	GCS-522062	03-Dec-24	141	31	X							X	
Complainant 347	GCS-522112	04-Dec-24	133	30						X			
Complainant 348	GCS-522208	04-Dec-24	133	30						X			
Complainant 349	GCS-522442	04-Dec-24	85	37	X								
Complainant 350	GCS-522147	05-Dec-24	132	29						X			
Complainant 351	GCS-522133	06-Dec-24	131	28						X			
Complainant 352	GCS-522325	06-Dec-24	82	28					X				
Complainant 353	GCS-522390	06-Dec-24	168	35	X								
Complainant 354	GCS-522394	09-Dec-24	149	No Record		X							
Complainant 355	GCS-524399	09-Dec-24	No Record	No Record				X					
Complainant 356	GCS-522210	10-Dec-24	176	No Record		X							
Complainant 357	GCS-522413	10-Dec-24	No Record	No Record				X					
Complainant 358	GCS-522445	10-Dec-24	127	38	X							X	
Complainant 359	GCS-522515	09-Dec-24	128	32	X							X	
Complainant 360	GCS-522765	10-Dec-24	188	31	X								
Complainant 361	GCS-522491	11-Dec-24	166	41	X								
Complainant 362	GCS-524401	11-Dec-24	No Record	No Record				X					
Complainant 363	GCS-522294	11-Dec-24	126	30						X			
Complainant 364	GCS-522295	12-Dec-24	125	29						X			
Complainant 365	GCS-522918	12-Dec-24	No Record	35			X						
Complainant 366	GCS-523347	13-Dec-24	24	Not Applicable						X			
Complainant 367	GCS-522488	17-Dec-24	120	29						X			
Complainant 368	GCS-522471	18-Dec-24	140	29						X			
Complainant 369	GCS-522473	09-Dec-24	128	39	X							X	
Complainant 370	GCS-522521	20-Dec-24	117	28						X			
Complainant 371	GCS-522523	20-Dec-24	157	31	X								
Complainant 372	GCS-522732	20-Dec-24	117	28						X			
Complainant 373	GCS-522810	01-Jan-25	105	16						X			
Complainant 374	GCS-522474	23-Dec-24	72	29						X			
Complainant 375	GCS-522524	23-Dec-24	212	29					X				
Complainant 376	GCS-523160	27-Dec-24	67	33	X								
Complainant 377	GCS-522731	31-Dec-24	261	28						X			
Complainant 378	GCS-522526	02-Dec-24	204	39	X								

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Complainant 379	GCS-522808	03-Jan-25	34	28						X			
Complainant 380	GCS-522767	06-Jan-25	100	29						X			
Complainant 381	GCS-522975	08-Jan-25	98	30						X			
Complainant 382	GCS-522884	09-Jan-25	36	29						X			
Complainant 383	GCS-522921	13-Jan-25	93	30						X			
Complainant 384	GCS-523016	14-Jan-25	133	31	X								
Complainant 385	GCS-523276	16-Jan-25	90	43	X							X	
Complainant 386	GCS-523043	18-Jan-25	34	30						X			
Complainant 387	GCS-523070	18-Jan-25	88	32	X							X	
Complainant 388	GCS-523020	19-Jan-25	87	30						X			
Complainant 389	GCS-523243	24-Jan-25	82	28						X			
Complainant 390	GCS-523312	24-Jan-25	117	40	X								
Complainant 391	GCS-523252	29-Jan-25	77	30						X			
Complainant 392	GCS-523250	16-Jan-25	113	43	X							X	
Complainant 393	GCS-523277	30-Jan-25	137	29						X			
Complainant 394	GCS-523308	01-Feb-25	74	30						X			
Complainant 395	GCS-523343	04-Feb-25	78	30						X			
Complainant 396	GCS-523424	05-Feb-25	105	29					X				
Complainant 397	GCS-523754	05-Feb-25	34	29						X			
Complainant 398	GCS-524775	06-Feb-25	89	No Record		X							
Complainant 399	GCS-523633	10-Feb-25	151	53	X								
Complainant 400	GCS-523638	10-Feb-25	158	151	X								
Complainant 401	GCS-523675	11-Feb-25	64	31	X							X	
Complainant 402	GCS-523680	12-Feb-25	63	30						X			
Complainant 403	GCS-523759	12-Feb-25	63	30						X			
Complainant 404	GCS-523883	17-Feb-25	65	49	X								
Complainant 405	GCS-523758	18-Feb-25	91	48	X								
Complainant 406	GCS-523782	18-Feb-25	100	48	X								
Complainant 407	GCS-523890	18-Feb-25	48	45	X							X	
Complainant 408	GCS-523811	20-Feb-25	75	33	X								
Complainant 409	GCS-523847	20-Feb-25	55	46	X							X	
Complainant 410	GCS-523848	24-Feb-25	51	No Record		X						X	
Complainant 411	GCS-523942	24-Feb-25	51	42	X								
Complainant 412	GCS-524460	24-Feb-25	42	No Record		X						X	
Complainant 413	GCS-523912	25-Feb-25	51	41	X								
Complainant 414	GCS-523914	25-Feb-25	31	21							X		
Complainant 415	GCS-524251	25-Feb-25	73	41	X								
Complainant 416	GCS-524928	25-Feb-25	86	84	X								X
Complainant 417	GCS-523913	25-Feb-25	48	41	X								
Complainant 418	GCS-523941	26-Feb-25	86	40	X								
Complainant 419	GCS-523943	26-Feb-25	No Record	40			X						
Complainant 420	GCS-524022	27-Feb-25	47	39	X								
Complainant 421	GCS-524023	27-Feb-25	88	40	X								
Complainant 422	GCS-524590	27-Feb-25	83	No Record		X							

					Contravention of s 912A(1)(g) of the Act								
Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 423	GCS-524823	02-Mar-25	39	No Record		X							
Complainant 424	GCS-524086	03-Mar-25	128	32	X								
Complainant 425	GCS-524258	04-Mar-25	34	No Record		X							
Complainant 426	GCS-524220	06-Mar-25	61	No Record		X							
Complainant 427	GCS-524226	06-Mar-25	71	No Record		X							
Complainant 428	GCS-524228	06-Mar-25	69	No Record		X							
Complainant 429	GCS-524321	06-Mar-25	106	29					X				
Complainant 430	GCS-524320	08-Mar-25	37	No Record		X							
Complainant 431	GCS-524325	08-Mar-25	37	No Record		X							
Complainant 432	GCS-524278	09-Mar-25	33	No Record		X						X	
Complainant 433	GCS-524626	10-Mar-25	72	No Record		X							
Complainant 434	GCS-524840	10-Mar-25	108	107	X								X
Complainant 435	GCS-524523	08-Mar-25	No Record	No Record				X					
Complainant 436	GCS-524554	12-Mar-25	57	No Record		X							
Complainant 437	GCS-524518	13-Mar-25	No Record	No Record				X					
Complainant 438	GCS-525302	13-Mar-25	110	32	X								
Complainant 439	GCS-524586	14-Mar-25	66	48	X								
Complainant 440	GCS-524631	14-Mar-25	68	No Record		X							
Complainant 441	GCS-524835	14-Mar-25	49	56	X								X
Complainant 442	GCS-525152	19-Mar-25	63	51	X								X
Complainant 443	GCS-524556	17-Mar-25	70	36	X								
Complainant 444	GCS-524625	17-Mar-25	57	No Record		X						X	
Complainant 445	GCS-524676	18-Mar-25	65	No Record		X							
Complainant 446	GCS-524706	18-Mar-25	49	No Record		X							
Complainant 447	GCS-524711	19-Mar-25	64	51	X								X
Complainant 448	GCS-525145	20-Mar-25	62	50	X								X
Complainant 449	GCS-525150	20-Mar-25	57	50	X								X
Complainant 450	GCS-525360	20-Mar-25	No Record	50			X						X
Complainant 451	GCS-524704	15-Mar-25	80	No Record		X							
Complainant 452	GCS-524728	21-Mar-25	62	49	X								X
Complainant 453	GCS-524737	21-Mar-25	62	49	X								X
Complainant 454	GCS-524778	24-Mar-25	59	57	X								X
Complainant 455	GCS-524916	27-Mar-25	56	49	X								X
Complainant 456	GCS-526288	25-Mar-25	No Record	No Record				X					
Complainant 457	GCS-524849	26-Mar-25	33	No Record		X							
Complainant 458	GCS-524900	26-Mar-25	55	No Record		X							
Complainant 459	GCS-524903	26-Mar-25	43	No Record		X							
Complainant 460	GCS-524904	26-Mar-25	56	55	X								X
Complainant 461	GCS-525151	27-Mar-25	52	No Record		X						X	
Complainant 462	GCS-524927	28-Mar-25	52	No Record		X							
Complainant 463	GCS-525146	29-Mar-25	39	No Record		X							
Complainant 464	GCS-525154	29-Mar-25	54	No Record		X							
Complainant 465	GCS-525362	29-Mar-25	93	88	X								
Complainant 466	GCS-524958	31-Mar-25	32	No Record		X							

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Complainant 467	GCS-525240	31-Mar-25	77	No Record		X							
Complainant 468	GCS-524996	01-Apr-25	51	No Record		X							
Complainant 469	GCS-525157	01-Apr-25	45	36	X								
Complainant 470	GCS-525158	01-Apr-25	55	No Record		X							
Complainant 471	GCS-525241	01-Apr-25	51	No Record		X							
Complainant 472	GCS-525258	02-Apr-25	34	No Record		X							
Complainant 473	GCS-525286	02-Apr-25	54	No Record		X							
Complainant 474	GCS-525242	03-Apr-25	No Record	No Record				X					
Complainant 475	GCS-526075	03-Apr-25	70	No Record		X							
Complainant 476	GCS-525292	05-Apr-25	38	No Record		X							
Complainant 477	GCS-525284	06-Apr-25	45	No Record		X							
Complainant 478	GCS-524897	27-Feb-25	85	71	X								X
Complainant 479	GCS-525437	08-Apr-25	42	21							X		
Complainant 480	GCS-525453	08-Apr-25	65	No Record		X							
Complainant 481	GCS-525424	09-Apr-25	40	34	X								X
Complainant 482	GCS-525427	09-Apr-25	68	No Record		X							
Complainant 483	GCS-525454	09-Apr-25	47	No Record		X							
Complainant 484	GCS-525492	09-Apr-25	47	No Record		X							
Complainant 485	GCS-525661	10-Apr-25	76	No Record		X							
Complainant 486	GCS-525679	10-Apr-25	46	No Record		X							
Complainant 487	GCS-525505	11-Apr-25	No Record	No Record				X					
Complainant 488	GCS-525667	11-Apr-25	32	No Record		X							
Complainant 489	GCS-525564	15-Apr-25	70	No Record		X							
Complainant 490	GCS-525659	15-Apr-25	41	No Record		X							
Complainant 491	GCS-525662	15-Apr-25	34	No Record		X							
Complainant 492	GCS-526976	16-Apr-25	No Record	No Record				X					
Complainant 493	GCS-525899	18-Apr-25	84	No Record		X							
Complainant 494	GCS-525900	22-Apr-25	No Record	No Record				X					
Complainant 495	GCS-525789	23-Apr-25	62	No Record		X							
Complainant 496	GCS-526434	26-Apr-25	47	No Record		X							
Complainant 497	GCS-526429	28-Apr-25	39	No Record		X							
Complainant 498	GCS-526431	29-Apr-25	No Record	No Record				X					
Complainant 499	GCS-526498	30-Apr-25	47	No Record		X							
Complainant 500	GCS-526026	01-May-25	61	No Record		X						X	
Complainant 501	GCS-526490	01-May-25	39	No Record		X							
Complainant 502	GCS-527778	02-May-25	52	No Record		X							
Complainant 503	GCS-527459	05-May-25	44	No Record		X							
Complainant 504	GCS-526500	04-May-25	43	No Record		X							
Complainant 505	GCS-526534	07-May-25	40	No Record		X							
Complainant 506	GCS-527734	13-May-25	41	No Record		X							
Complainant 507	GCS-527922	13-May-25	44	59	X								
Complainant 508	GCS-526997	14-May-25	64	58	X								X
Complainant 509	GCS-526491	15-May-25	32	No Record		X							
Complainant 510	GCS-527774	17-May-25	37	No Record		X							

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Complainant	**Complaint ID**	**Date of Complaint**	**Days taken for IDR Response**	**Days taken for delay notification**	**Category 1**	**Category 2**	**Category 3**	**Category 4**	**Category 5**	**Category 6**	**Category 7**	**Category 8**	**Category 9**
Complainant 511	GCS-527775	20-May-25	34	No Record		X							
Complainant 512	GCS-527861	21-May-25	40	No Record		X							
Complainant 513	GCS-526972	22-May-25	62	61	X								X
Complainant 514	GCS-527005	23-May-25	No Record	No Record				X					
Complainant 515	GCS-527009	23-May-25	61	48	X								
Complainant 516	GCS-527067	27-May-25	51	No Record		X							
Complainant 517	GCS-527031	28-May-25	68	44	X								
Complainant 518	GCS-527204	02-Jun-25	80	32	X								
Complainant 519	GCS-527618	10-Jun-25	37	No Record		X							
Complainant 520	GCS-527542	11-Jun-25	50	41	X								
Complainant 521	GCS-527651	12-Jun-25	77	39	X								X
Complainant 522	GCS-528414	20-Jun-25	No Record	No Record				X					
Complainant 523	GCS-528820	23-Jul-25	33	No Record		X							
Complainant 524	GCS-528907	27-Jul-25	31	30					X				
Complainant 525	GCS-529412	11-Aug-25	31	No Record		X							
Complainant 526	GCS-529468	12-Aug-25	50	No Record		X							
Complainant 527	GCS-529436	14-Aug-25	34	No Record		X							
Complainant 528	GCS-529445	14-Aug-25	41	35	X								
Complainant 529	GCS-529629	22-Aug-25	33	28					X				
Complainant 530	GCS-529723	25-Aug-25	36	No Record		X							
Complainant 531	GCS-531125	09-Oct-25	40	28					X				
Complainant 532	GCS-531707	25-Oct-25	45	30					X				
Complainant 533	GCS-531704	28-Oct-25	31	No Record		X							
Complainant 534	GCS-532359	18-Nov-25	29	Not Applicable						X			
					125	**252**	**11**	**61**	**9**	**57**	**19**	**81**	**22**