



FOI LEX 3330 – PRS Investigations

Category 3 and category 4 complaints investigated by Professional Standards (PRS) in 2023 and 2024.

Notes

- This report is reflective of category 3 and category 4 complaints that have proceeded to investigation.
- Data has been sourced from the SAS reporting suite, as at 22 November 2024. This data is subject to change as cases are upgraded, downgraded, merged, allocated and reopened.
- The number of complaints submitted and number of complaints finalised in the same period will not match, as these are referring to different data.
- Number of complaints finalised will include complaints submitted, prior to the finalised period.

Submitted

Table 1: Complaints submitted in 2023 and 2024 where an investigation was undertaken by PRS

Submitted	2023	2024	Total
Category 3	105	130	235
Category 4	29	23	52

Finalised

The benchmark timeframe for completion of category 3 investigations is 256. There is no benchmark timeframe for completion of corruption investigations.

- 61 category 3 investigations finalised in 2023, 29 of these exceeded the benchmark; and
- 80 category 3 investigations finalised in 2024, 26 of these exceeded the benchmark.

Table 2: Complaints finalised in 2023 and 2024 where an investigation was undertaken by PRS

Finalised	2023		2024		Total
	Investigations	Average runtime (days)	Investigations	Average runtime (days)	
Category 3	61	344	80	293	141
Category 4	34	696	20	454	54

Table 3: Finalised Category 3 investigations that exceeded benchmark

Finalised category 3	2023	2024
0-29 days	1	1
30-59 days	1	3
60-119 days	8	9
120+ days	19	13
Total	29	26