

Making a complaint to the Local Government Division – general information

January 2019
19/639

How to make a complaint

Anyone can contact the Local Government Division to seek information about making a complaint where it is genuinely believed that a council, councillor or general manager may have committed an offence under the [Local Government Act 1993](#) (the Act) or failed to comply with the requirements of the Act.

A complaint can also be made if it is believed that a council may have failed to comply with the requirements under the Act.

To make a complaint, it is recommended that you first contact the Local Government Division by telephone on 6232 7022 or email at lgd@dpac.tas.gov.au to discuss whether the matter is something with which the Division can assist.

To proceed with your complaint, you will need to provide the Director of Local Government with your complaint in writing, either by mail or email, identifying the person or council you are complaining about and explaining what the complaint is about. It is a requirement of the Act that you verify your complaint by a statutory declaration.

It is important to be specific in your complaint, and for each allegation, you should consider whether you have provided all known information as to:

1. who was involved;
2. what exactly occurred;
3. where the matter occurred;
4. when the matter occurred; and
5. why you believe the matter occurred.

Any allegations you raise should, where possible, relate to a specific breach of the [Local Government Act 1993](#) and be supported by evidence. If you believe the Division should undertake other avenues of enquiry to support your allegations, please provide all relevant details. You may also wish to consider providing the names of any witnesses who may be able to verify or support your allegations.

If you are unsure about whether you can complain, or have difficulty writing your complaint, please contact the Local Government Division as above and a staff member will assist you.

Will my complaint be confidential?

Your name and personal details are treated as confidential for the purposes of an investigation. However, providing these details will enable the Division to respond to you with further questions if required and the outcome of your complaint.

What happens after a complaint is lodged?

The Division will acknowledge your complaint in writing when it is received. This is the first step in the complaint process.

The detail within your complaint will be assessed by investigators within the Division to determine if the information provided discloses a breach of the legislation and if so, the complaint will be investigated and the person named in your complaint (the respondent) will be notified about the complaint (but not your personal details) and asked for a response.

Witnesses will be contacted and interviewed and you may be asked to provide further information or make a written statement.

You will be notified in writing about the outcome of an investigation. It is important to emphasise that investigations are sometimes complex and lengthy and it will usually be at least several months following acceptance of your complaint before you are advised of the outcome.

Further information or queries

If you have any queries or concerns about the complaint and investigation process, please telephone the Local Government Division on 03 6232 7022 and you will be referred to the appropriate officer, or write to the Director of Local Government at:

Director of Local Government
Local Government Division
GPO Box 123
Hobart TAS 7001