

# Complaints concluded by the Local Government Division

The information below relates to complaints that were concluded by the Local Government Division in the last six months (1 April 2019 to 30 September 2019):

Month	Total Complaints	Complaints Dismissed	Complaints Upheld or Referred
April 2019	1	0	1
May 2019	6	2	4
June 2019	2	2	0
July 2019	1	1	0
August 2019	2	2	0
September 2019	2	1	1
<b>Total</b>	<b>14</b>	<b>8</b>	<b>6</b>

## Notes:

1. Total complaints are the number of complaints that are **concluded** within the calendar month.
2. Concluded is defined as complaints that are:
  - Upheld or Referred*
    - Upheld – all non-court sanctions
    - Referred to other agency or body
    - Referred to the Court of Petty Sessions
  - Dismissed*
    - Dismissed after formal investigation
    - Dismissed after preliminary assessment
3. The Local Government Division may have at any time a number of matters that are currently under assessment or investigation.
4. The Local Government Division undertakes regulatory activities in relation to the following legislation:
  - *Local Government Act 1993* and associated regulations; and
  - *Burial and Cremation Act 2002* and associated regulations.