

## **General Information about making a complaint to the Local Government Division**

### **How to make a complaint**

Any person may contact the Local Government Division to seek information about making a complaint where it is genuinely believed that a Councillor, General Manager or employee of a Council may have committed an offence under the [Local Government Act 1993](#), 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 [Local Government Act 1993](#).

To make a complaint, it is recommended that you first contact the Local Government Division by telephone, email, or on-line by clicking on [complaint enquiry](#).

To proceed with your complaint, you will need to provide the Director of Local Government with a complaint, in writing, identifying the person or Council you are complaining about and explaining what the complaint is about. A form is available from the Local Government Division to assist you to make your complaint.

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

### **Will my complaint be confidential?**

Your name and personal details are confidential. However, these details will enable us to respond to you with further questions and the outcome of the complaint.

### **What happens after a complaint is lodged?**

We will acknowledge receipt of your complaint in writing and let you know as soon as possible if your complaint is accepted for formal investigation. This is the first step in the complaint process.

If the Director of Local Government accepts the complaint for formal investigation, 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 a formal investigation. It is important to emphasise that investigations are often complex and lengthy and it will usually be at least several months following acceptance of your complaint before you are advised of the outcome.

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