

# 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 | April 2020 to 30 September 2020:

Month	Total Complaints	Complaints Dismissed	Complaints Upheld or Referred	Complaints withdrawn
April 2020	0	0	0	0
May 2020	1	1	0	0
June 2020	1	1	0	0
July 2020	2	2	0	0
August 2020	4	4	0	0
September 2020	0	0	0	0
<b>Total</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</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
  - Withdrawn*
    - Complaint withdrawn by the applicant
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.