

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 October 2019 to 31 March 2020:**

Month	Total Complaints	Complaints Dismissed	Complaints Upheld or Referred	Complaints withdrawn
October 2019	1	1	0	0
November 2019	5	3	1	1
December 2019	2	2	0	0
January 2020	0	0	0	0
February 2020	0	0	0	0
March 2020	2	2	0	0
Total	10	8	1	1

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 - Withdrawn*
 - Complaint withdrawn by the applicant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.