

# Complaints concluded by the Office of Local Government

The information below relates to complaints that were concluded by the Office of Local Government in the last six months | **1 October 2021 to 31 March 2022:**

Month	Total Complaints	Complaints Dismissed	Complaints Upheld or Referred	Complaints withdrawn
October 2021	0	0	0	0
November 2021	2	2	0	0
December 2021	2	2	0	0
January 2022	0	0	0	0
February 2022	3	3	0	0
March 2022	0	0	0	0
<b>Total</b>	<b>7</b>	<b>7</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  - Withdrawn*
    - Complaint withdrawn by the applicant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 Office of Local Government may have at any time a number of matters that are currently under assessment or investigation.
4. The Office of Local Government 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.