

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 2022 – 31 March 2023**:

| Month | Total Complaints | Complaints Dismissed | Complaints Upheld or Referred | Complaints withdrawn |
|--------------|------------------|----------------------|-------------------------------|----------------------|
| October | 0 | - | - | - |
| November | 1 | 1 | 0 | 0 |
| December | 0 | - | - | - |
| January | 0 | - | - | - |
| February | 0 | - | - | - |
| March | 0 | - | - | - |
| Total | 1 | 1 | 0 | 0 |

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 - Withdrawn*
 - Complaint withdrawn by the applicant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.