

Right to Information – Routine Disclosure

(1 April 2024 to 30 September 2024)

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 April 2024 to 30 September 2024:

Month	Total Complaints	Complaints Dismissed	Complaints Upheld or Referred	Complaints withdrawn
April 2024	3	3		
May 2024	1	1		
June 2024	6	6		
July 2024	3	2	1	
August 2024	5	5		
September 2024	0	0		
Total	18	17	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 - Withdrawn*
 - Complaint withdrawn by the applicant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 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.