Local council complaints: If something is not right, who do I complain to?

**STEP ONE**
If you have a complaint about a council service, try to resolve it with the council first. The council will have a complaints process you can use to resolve issues. You can check details about your local council at www.knowyourcouncil.vic.gov.au

**STEP TWO**
If your complaint doesn’t involve a service issue or you haven’t been able to resolve it with council, you can contact one of the following integrity agencies.

### Local Government Inspectorate
The Inspectorate accepts complaints about council operations and potential breaches of the Local Government Act, including:
- misuse of position
- conflict of interest
- disclosure of confidential information
- electoral offences.


### Victorian Ombudsman
The Ombudsman can take complaints about the actions and decisions of councils, including complaints about:
- services
- communication
- complaint handling
- compliance with policies, procedures or law
- other actions or decisions which may be unreasonable.


### IBAC
IBAC accepts complaints about suspected corruption and misconduct in the public sector and Victoria Police, including:
- taking or offering bribes
- using a position of influence dishonestly
- committing fraud or theft
- misusing information from the work place.

[www.ibac.vic.gov.au](http://www.ibac.vic.gov.au) 1300 735 135
Who are the Victorian integrity agencies, what do they do and what complaints can’t they deal with?

**Local Government Inspectorate**
The Inspectorate investigates matters related to council operations including criminal offences involving councillors, senior council officers or any person subject to the conflict of interest provisions of the *Local Government Act 1989*.

www.lgi.vic.gov.au

**Ombudsman**
The Ombudsman investigates the actions, decisions or conduct of public sector organisations and their staff. It also looks at whether a public sector organisation has acted in accordance with the *Charter of Human Rights and Responsibilities Act 2006*.

www.ombudsman.vic.gov.au

**IBAC**
IBAC is responsible for exposing and preventing corrupt conduct in the public sector. It deals with serious corruption and misconduct in: State government departments and agencies, Victoria Police, members of parliament, judges and magistrates, and Council employees and councillors.

www.ibac.vic.gov.au

### What can’t we deal with?

**The Inspectors do not investigate complaints relating to councils’ decisions or democratic processes, unless there is a breach of the Act. It does not look at services issues such as bins not being collected, rate charges being too high or parking infringements.**

**The Ombudsman will generally not become involved in a complaint when:**
- you have not yet attempted to resolve it with the organisation directly
- the matter may be decided by a court or tribunal
- the complaint is more than 12 months old.

**IBAC does not handle complaints about:**
- issues from other States or Territories or Federal matters
- matters in the private sector, unless it relates to a Victorian public sector employee
- rudeness or poor customer service.

### How to make a complaint

**Complaints to the Inspectorate can be made by mail, phone or secure online form:**
www.lgi.vic.gov.au/lgi/complaints

1800 469 359

**Complaints to the Ombudsman can be made online, by post, by phone or in person:**

(03) 9613 6222

1800 806 314 (regional callers only)

**Complaints to IBAC can be made online through a secure online complaint form:**

1300 735 135