

Who do I complain to if I think something is wrong at a local council?

IF YOU HAVE A COMPLAINT ABOUT A LOCAL COUNCIL

STEP ONE

Try to resolve complaints about services with the council first using its complaints process. Find out how to contact 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 the council, contact one of the agencies below.

STATUTORY BREACHES

MALADMINISTRATION

CORRUPTION

Local Government Inspectorate

The Inspectorate takes 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.

www.lgi.vic.gov.au
1800 469 359

Victorian Ombudsman

The Ombudsman takes 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.

www.ombudsman.vic.gov.au
(03) 9613 6222
1800 806 314 (regional callers only)

IBAC

IBAC takes complaints about suspected corruption and misconduct in the public sector and Victoria Police, including:

- taking or offering bribes
- using a position of influence dishonestly
- fraud or theft
- misusing information from the work place.

www.ibac.vic.gov.au
1300 735 135

Victorian integrity agencies that deal with complaints about local councils

Local Government Inspectorate

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

www.lgi.vic.gov.au



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*.

www.ombudsman.vic.gov.au



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 Inspectorate does not investigate complaints relating to councils' decisions or democratic processes, unless there is a breach of the *Local Government Act*. It does not look at services issues such as bins not being collected, rates or parking infringements.

The Ombudsman will generally not become involved in a complaint when:

- you have not yet tried 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:

- other states or territories or federal matters
- 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 online:

www.vic.gov.au/lgi/complaints

1800 469 359

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

www.ombudsman.vic.gov.au/complaints

(03) 9613 6222

1800 806 314 (regional callers only)

Complaints to IBAC can be made by post or online:

www.ibac.vic.gov.au/report

1300 735 135