

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

## IF YOU HAVE A COMPLAINT ABOUT A LOCAL COUNCIL

### 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](http://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.

#### STATUTORY BREACHES

#### MALADMINISTRATION

#### CORRUPTION

#### 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.

[www.lgi.vic.gov.au](http://www.lgi.vic.gov.au)  
1800 469 359

#### 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.

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
(03) 9613 6222  
1800 806 314 (regional callers only)

#### 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](http://www.lgi.vic.gov.au)

## ombudsman VICTORIAN

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](http://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](http://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 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.vic.gov.au/lgi/complaints](http://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](http://www.ombudsman.vic.gov.au/complaints)

(03) 9613 6222  
1800 806 314 (regional callers only)

Complaints to IBAC can be made online through a secure online complaint form: [www.ibac.vic.gov.au/report](http://www.ibac.vic.gov.au/report)

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