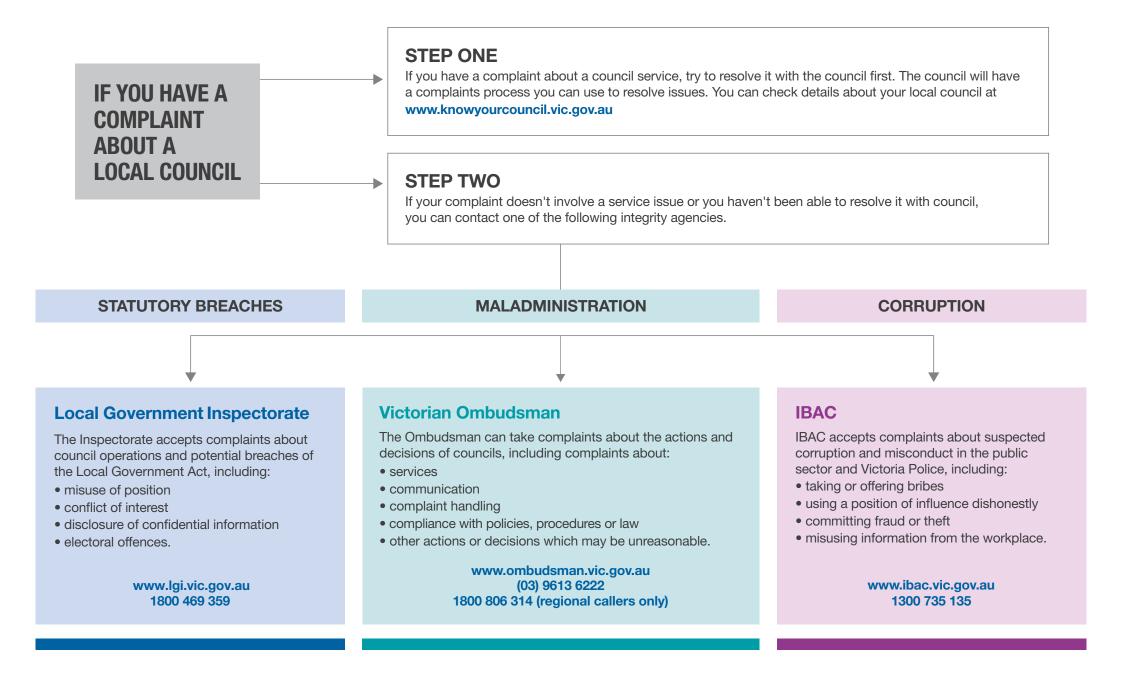
Local council complaints: If something is not right, who do I complain to?



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

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.

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

What can't we deal with?

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.

How to make a complaint

independent broad-based anti-corruption commission

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

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.

Complaints to the Inspectorate can be made by mail, phone or secure online form: 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 online through a secure online complaint form: www.ibac.vic.gov.au/report

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