



# General Complaint Form

Please read the [General Complaints Guideline](#) in the 'Information and Guidance' section of the Local Government Inspector's website before making your complaint.

Use this form to lodge a general complaint with the Local Government Inspector under section 8A.28 of the *Local Government Act 1995* (Act). Each complainant must submit their own complaint form.

A general complaint can be lodged if there is reason to believe that a relevant person or local government has contravened, or is contravening, a provision of the Act or associated Regulations.

The following types of complaint are **not** covered by the general complaint process:

If the complaint is about	Make the complaint to
Behavioural, conduct or specified breaches by a council member or candidate for election as a council member.	Refer to our ' <a href="#">Breach Complaints Guideline</a> '
Decision making or actions of a local government in providing services to the public where you are personally impacted.	<a href="#">Ombudsman WA</a>
Serious misconduct by either a council member or an employee of a local government.	<a href="#">Corruption and Crime Commission</a>
Minor misconduct by an employee of a local government.	<a href="#">Public Sector Commission</a>
An election conducted by the Western Australian Electoral Commission.	<a href="#">Western Australian Electoral Commission</a>

## Making your complaint

Complaints can be made using the online form available on the Local Government Inspector website: [www.lginspector.wa.gov.au](http://www.lginspector.wa.gov.au)

If you are unable to complete the form online, you can complete and send this form to the Local Government Inspector by email or post.

Email: [complaints@lginspector.wa.gov.au](mailto:complaints@lginspector.wa.gov.au)

Post: Local Government Inspector  
Locked Bag 14  
Cloisters Square Perth WA 6850

Your complaint will be acknowledged in writing within 14 days of being received.

All complaints will be assessed prior to being accepted. Please refer to the '[Our Complaints Process](#)' section of the Local Government Inspector website for information about how a complaint may progress. You will be advised in writing if your complaint is not accepted.

If you require assistance with completing this form, please contact the Local Government Inspector by email or phone.

Email: [complaints@lginspector.wa.gov.au](mailto:complaints@lginspector.wa.gov.au)  
Phone: +61 8 9222 3333

# General Complaint Form

## Important

All complaints are treated as confidential under section 8A.36 of the Act. You must not disclose or use any information about the complaint or its details, unless permitted by law (maximum penalty: \$10,000).

Refer to the '[Confidentiality](#)' section of the Local Government Inspector website for further information on your confidentiality obligations.

Under section 8A.38 of the Act, it is an offence to include information in a complaint knowing it to be consequently false or misleading (maximum penalty: \$10,000).

A complaint must be made in the manner and form approved by the Local Government Inspector under section 8A.28 of the Act. A complaint cannot be lodged anonymously. **All questions marked with an asterisk (\*) are mandatory.**

**Under section 8A.32 of the Act, a general complaint will not be accepted if the conduct being reported occurred more than five years before the complaint was received.**

\*Did the alleged contravention happen within the last five years?      Yes      No

## Your details

Details of the person making the complaint must be provided.

\*Given or first name: \_\_\_\_\_

\*Family or last name: \_\_\_\_\_

\*Phone number (business hours): \_\_\_\_\_

Email address: \_\_\_\_\_

\*Postal address: \_\_\_\_\_

Home address:      Same as postal address

**or** \_\_\_\_\_

Preferred method of communication:      Email      Phone      Both

Relationship with the local government (select the most appropriate option):

Council member

Employee

Community member/resident/ratepayer

Business owner

Other (please specify) \_\_\_\_\_

Do you have a disability that means you require assistance with communication?      Yes      No

If yes, please tell us how we can assist you: \_\_\_\_\_

Do you need a translator or interpreter?      Yes      No

If yes, please tell us what language you require: \_\_\_\_\_

# General Complaint Form

## Details of alleged contravention

Details of the alleged contravention and the relevant person or local government who the complaint is about must be given. Please refer to the '[General Complaints Guideline](#)' for further information on acceptable complaints or contact the Local Government Inspector via email: [complaints@lginspector.wa.gov.au](mailto:complaints@lginspector.wa.gov.au) or phone: +61 8 9222 3333.

\*What is your complaint about?

- Annual reports and strategic plans
- CEO employment process
- Council, committee and electors' meetings
- Restriction of communication from a local government regarding a complaint
- Disclosures of financial interests and gifts by CEO or employee
- Elections managed by the local government
- Financial management
- Local laws
- Major land transactions and major trading undertakings
- Policies
- Procurement
- Public notice
- Public registers
- Other (please specify) \_\_\_\_\_

If known, please specify which provision(s) of the Act or associated regulations has allegedly been contravened:

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\*Is your complaint concerning:

- A council member
- A council committee member
- An employee
- A candidate for election as a council member
- A local government
- A person or organisation with a financial or other association

\*Name of the person or organisation alleged to have committed the contravention:

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\*Name of the related local government: \_\_\_\_\_

## General Complaint Form

Please summarise your complaint in one sentence:

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\*Please provide details regarding the nature of the alleged contravention(s) and any supporting information:

- Keep your complaint limited to information about the incident.
- Provide details of any relevant evidence and/or witnesses.
- Avoid general criticism, personal attacks and abusive language.

# General Complaint Form

Where did it happen (if applicable)? \_\_\_\_\_

How often did this occur?

Once

More than once

Ongoing

\*When did it occur?

Start date: \_\_\_\_\_ End date (if applicable): \_\_\_\_\_

Are you including attachments relevant to your complaint?      Yes      No

Please attach documents and list anything you have attached:

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## Previous complaints

Have you lodged a complaint about this matter previously to the Local Government Inspector?      Yes      No

Have you complained about this matter to any other person(s) or organisation(s)?      Yes      No

Who did you complain to (if applicable)?

Local government

Ombudsman WA

Corruption and Crime Commission

Public Sector Commission

Western Australian Electoral Commission

Department of Local Government, Industry Regulation and Safety

Minister for Local Government

Other (please specify) \_\_\_\_\_

Please provide reference/case numbers for prior complaints about this matter:

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# General Complaint Form

## **Reminder:**

- Complaints cannot be lodged anonymously.
- You may be contacted or compelled to provide evidence.
- You will be advised if a complaint is not accepted.

## **\*Declaration**

I declare that the information provided in this complaint is true and correct. I understand that it is an offence under section 8A.38 of the *Local Government Act 1995* to knowingly provide false or misleading information in connection with a complaint.

I acknowledge that once this complaint is submitted, confidentiality provisions apply. I will not disclose that a complaint has been made, nor any details of the complaint, unless permitted under section 8A.36 of the *Local Government Act 1995*.

I understand that failure to comply with these requirements may result in penalties.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for lodging your complaint. Your complaint will be acknowledged in writing within 14 days of being received.

## **Translation services**

If you require an interpreter, please contact the Translating and Interpreting Service on 131 450.

## **National Relay Service**

Voice Relay: If you find it difficult to use the phone because of a speech communication difficulty or because of a voice output device, please call 1300 555 727.

TTY/Voice: If you use a teletypewriter for phone communication, please call 133 677.

Please visit [www.accesshub.gov.au](http://www.accesshub.gov.au) for further information on chat, SMS and video relay options.