

Circular Details	14-25 / 30 September 2014 / A381949
Previous Circular	Nil
Who should read this	General Managers / Complaints Coordinators
Contact	Council Governance Team / 4428 4100
Action required	Council to implement

Annual Code of Conduct Complaints Statistics

What's new or changing

- Under the Model Code of Conduct Procedures, each council's complaints coordinator must report annually on a range of complaint statistics to their council and to the Office of Local Government within 3 months of the end of September.
- The Model Code of Conduct Complaints Report 2014 collection form has been updated in response to feedback from the sector and to align reporting with the OLG comparatives publication.

What this will mean for your council

- Councils are asked to **return the collection form by 30 November 2014**.

Key points

- The updated collection form has been emailed to all General Managers for completion by the complaints coordinator.
- The collection form should be returned electronically to the Office of Local Government. Instructions on how and where to email these are included in an email to General Managers.
- The Office intends to publish this data.

Where to go for further information

- The Model Code of Conduct Procedures are available on the Office's website at www.olg.nsw.gov.au.
- For further information, contact the Office's Council Governance Team.



Steve Orr
Acting Chief Executive
Office of Local Government