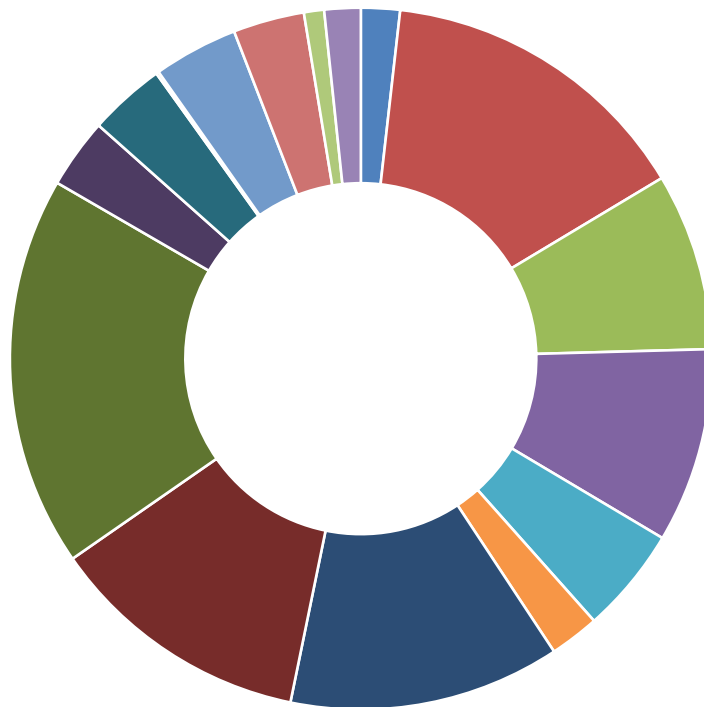


Matters that were subjects of complaints 2017-18



- COMPANION ANIMALS (1.8%)
- ENFORCEMENT AND REGULATORY POWERS (8.9%)
- FINANCIAL MANAGEMENT (COUNCILS) (12.4%)
- MISMANAGEMENT/MALADMINISTRATION (3.2%)
- PECUNIARY/CONFLICT OF INTEREST (3.9%)
- STRUCTURAL REFORM (1.7%)
- COUNCIL GOVERNANCE (14.5%)
- ENGINEERING SERVICES (4.9%)
- LAND USE PLANNING AND DEVELOPMENT MATTERS (12.1%)
- NATURAL RESOURCE MANAGEMENT (3.5%)
- PUBLIC LAND MANAGEMENT (3.3%)
- CUSTOMER SERVICE (8.1%)
- ENVIRONMENTAL/PUBLIC HEALTH SERVICES (2.3%)
- MISCONDUCT BY COUNCILS (17.9%)
- OTHER (0.1%)
- SOCIAL POLICY/COMMUNITY SERVICES (0.9%)