

# Complaints 2013-2014

## Keywords by category stats

### Keywords by Category

| Count of Doc ID                           |       |
|---|-------|
| Keyword Category                          | Total |
| COMPANION ANIMALS                         | 25    |
| COUNCIL GOVERNANCE                        | 289   |
| CUSTOMER SERVICE                          | 115   |
| DLG GOVERNANCE                            | 4     |
| ENFORCEMENT AND REGULATORY POWERS         | 154   |
| ENGINEERING SERVICES                      | 72    |
| ENVIRONMENTAL/PUBLIC HEALTH SERVICES      | 20    |
| FINANCIAL MANAGEMENT                      | 262   |
| LAND USE PLANNING AND DEVELOPMENT MATTERS | 218   |
| MISCONDUCT BY COUNCILS                    | 334   |
| MISMANAGEMENT/MALADMINISTRATION           | 103   |
| NATURAL RESOURCE MANAGEMENT               | 25    |
| OTHER                                     | 2     |
| PECUNIARY/CONFLICT OF INTEREST            | 108   |
| PUBLIC LAND MANAGEMENT                    | 78    |
| SOCIAL POLICY/COMMUNITY SERVICES          | 22    |
| STRUCTURAL REFORM                         | 13    |
| Grand Total                               | 1844  |

### Keywords by Category (%)

| Count of Keywords                         |        |
|---|--------|
| Keyword Category                          | Total  |
| COMPANION ANIMALS                         | 1.4%   |
| COUNCIL GOVERNANCE                        | 15.7%  |
| CUSTOMER SERVICE                          | 6.2%   |
| DLG GOVERNANCE                            | 0.2%   |
| ENFORCEMENT AND REGULATORY POWERS         | 8.4%   |
| ENGINEERING SERVICES                      | 3.9%   |
| ENVIRONMENTAL/PUBLIC HEALTH SERVICES      | 1.1%   |
| FINANCIAL MANAGEMENT                      | 14.2%  |
| LAND USE PLANNING AND DEVELOPMENT MATTERS | 11.8%  |
| MISCONDUCT BY COUNCILS                    | 18.1%  |
| MISMANAGEMENT/MALADMINISTRATION           | 5.6%   |
| NATURAL RESOURCE MANAGEMENT               | 1.4%   |
| OTHER                                     | 0.1%   |
| PECUNIARY/CONFLICT OF INTEREST            | 5.9%   |
| PUBLIC LAND MANAGEMENT                    | 4.2%   |
| SOCIAL POLICY/COMMUNITY SERVICES          | 1.2%   |
| STRUCTURAL REFORM                         | 0.7%   |
| Grand Total                               | 100.0% |

## Keywords by Category by Council

| Count of Doc ID         |  |       |
|-------------------------|--|-------|
| Keyword Category        | Council                                      | Total |
| COMPANION ANIMALS       | Coffs Harbour City Council                   | 1     |
|                         | Council not specified                        | 4     |
|                         | Gwydir Shire Council                         | 1     |
|                         | Holroyd City Council                         | 1     |
|                         | Kempsey Shire Council                        | 2     |
|                         | Manly Council                                | 2     |
|                         | Marrickville Council                         | 1     |
|                         | Nambucca Shire Council                       | 1     |
|                         | Parramatta City Council                      | 1     |
|                         | Port Macquarie-Hastings Council              | 1     |
|                         | Richmond Valley Council                      | 1     |
|                         | Rockdale City Council                        | 3     |
|                         | Shoalhaven City Council                      | 1     |
|                         | Warringah Council                            | 2     |
|                         | Waverley Council                             | 3     |
| COMPANION ANIMALS Total |  | 25    |
| COUNCIL GOVERNANCE      | Armidale Dumaresq Council                    | 2     |
|                         | Ashfield, The Council of the Municipality of | 2     |
|                         | Auburn Council                               | 2     |
|                         | Ballina Shire Council                        | 1     |
|                         | Bega Valley Shire Council                    | 5     |
|                         | Bellingen Shire Council                      | 2     |
|                         | Blacktown City Council                       | 4     |
|                         | Blue Mountains City Council                  | 1     |
|                         | Bourke Shire Council                         | 1     |
|                         | Broken Hill City Council                     | 3     |
|                         | Byron Shire Council                          | 5     |
|                         | Cabonne Shire Council                        | 1     |
|                         | Camden Council                               | 3     |
|                         | Campbelltown City Council                    | 3     |
|                         | Canada Bay Council, City of                  | 1     |
|                         | Canterbury City Council                      | 3     |
|                         | Central Darling Shire Council                | 3     |
|                         | Cessnock City Council                        | 1     |
|                         | Clarence Valley Council                      | 3     |
|                         | Coffs Harbour City Council                   | 3     |
|                         | Council not specified                        | 7     |
|                         | Dungog Shire Council                         | 1     |
|                         | Eurobodalla Shire Council                    | 7     |
|                         | Fairfield City Council                       | 1     |
|                         | Glen Innes Severn Shire Council              | 2     |
|                         | Gosford City Council                         | 2     |
|                         | Goulburn Mulwaree Council                    | 1     |
|                         | Great Lakes Council                          | 2     |
|                         | Greater Hume Shire Council                   | 2     |

|                                 |    |
|---------------------------------|----|
| Greater Taree City Council      | 5  |
| Griffith City Council           | 1  |
| Gunnedah Shire Council          | 1  |
| Hawkesbury City Council         | 4  |
| Hills Shire Council, The        | 2  |
| Holroyd City Council            | 4  |
| Hornsby Shire Council           | 3  |
| Kempsey Shire Council           | 7  |
| Ku-ring-gai Council             | 3  |
| Lake Macquarie City Council     | 7  |
| Lane Cove Council               | 4  |
| Leeton Shire Council            | 1  |
| Leichhardt Municipal Council    | 4  |
| Lithgow City Council            | 3  |
| Liverpool City Council          | 4  |
| Maitland City Council           | 3  |
| Manly Council                   | 8  |
| Marrickville Council            | 1  |
| Mid-Western Regional Council    | 5  |
| Moree Plains Shire Council      | 1  |
| Narrandera Shire Council        | 1  |
| Newcastle City Council          | 36 |
| North Sydney Council            | 4  |
| Orange City Council             | 1  |
| Palerang Council                | 2  |
| Parramatta City Council         | 1  |
| Pittwater Council               | 1  |
| Port Macquarie-Hastings Council | 3  |
| Port Stephens Council           | 5  |
| Randwick City Council           | 1  |
| Rockdale City Council           | 2  |
| Ryde, City of                   | 3  |
| Shellharbour City Council       | 4  |
| Shoalhaven City Council         | 10 |
| Sutherland Shire Council        | 4  |
| Sydney, City of                 | 2  |
| Tenterfield Shire Council       | 5  |
| Tumut Shire Council             | 3  |
| Tweed Shire Council             | 3  |
| Upper Lachlan Shire Council     | 2  |
| Wagga Wagga City Council        | 1  |
| Warringah Council               | 8  |
| Wentworth Shire Council         | 3  |
| Willoughby City Council         | 2  |
| Wingecarribee Shire Council     | 10 |
| Wollondilly Shire Council       | 4  |
| Wollongong City Council         | 6  |
| Woollahra Municipal Council     | 1  |
| Wyong Shire Council             | 6  |

|                                 |  |            |
|---------------------------------|--|------------|
|                                 | Warren Shire Council                   | 1          |
|                                 | Warrumbungle Shire Council             | 2          |
|                                 | Gilgandra Shire Council                | 6          |
|                                 | Deniliquin Council                     | 1          |
| <b>COUNCIL GOVERNANCE Total</b> |  | <b>289</b> |
| <b>CUSTOMER SERVICE</b>         | Bega Valley Shire Council              | 1          |
|                                 | Bellingen Shire Council                | 1          |
|                                 | Blacktown City Council                 | 2          |
|                                 | Blayney Shire Council                  | 1          |
|                                 | Blue Mountains City Council            | 4          |
|                                 | Botany Bay, The Council of the City of | 3          |
|                                 | Byron Shire Council                    | 1          |
|                                 | Camden Council                         | 1          |
|                                 | Campbelltown City Council              | 2          |
|                                 | Canada Bay Council, City of            | 1          |
|                                 | Canterbury City Council                | 1          |
|                                 | Clarence Valley Council                | 3          |
|                                 | Coffs Harbour City Council             | 1          |
|                                 | Council not specified                  | 3          |
|                                 | Dubbo City Council                     | 1          |
|                                 | Eurobodalla Shire Council              | 2          |
|                                 | Gosford City Council                   | 4          |
|                                 | Goulburn Mulwaree Council              | 1          |
|                                 | Great Lakes Council                    | 2          |
|                                 | Greater Taree City Council             | 1          |
|                                 | Hawkesbury City Council                | 1          |
|                                 | Holroyd City Council                   | 1          |
|                                 | Hunters Hill Council                   | 2          |
|                                 | Hurstville City Council                | 1          |
|                                 | Kempsey Shire Council                  | 1          |
|                                 | Kogarah Municipal Council              | 2          |
|                                 | Ku-ring-gai Council                    | 2          |
|                                 | Kyogle Council                         | 3          |
|                                 | Lake Macquarie City Council            | 2          |
|                                 | Lane Cove Council                      | 1          |
|                                 | Leeton Shire Council                   | 1          |
|                                 | Lithgow City Council                   | 1          |
|                                 | Liverpool City Council                 | 2          |
|                                 | Maitland City Council                  | 1          |
|                                 | Marrickville Council                   | 1          |
|                                 | Mid-Western Regional Council           | 1          |
|                                 | Muswellbrook Shire Council             | 1          |
|                                 | Nambucca Shire Council                 | 2          |
|                                 | Newcastle City Council                 | 1          |
|                                 | North Sydney Council                   | 1          |
|                                 | Parramatta City Council                | 4          |
|                                 | Penrith City Council                   | 2          |
|                                 | Pittwater Council                      | 3          |
|                                 | Port Macquarie-Hastings Council        | 1          |

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|  | Port Stephens Council                        | 3          |
|  | Richmond Valley Council                      | 1          |
|  | Rockdale City Council                        | 3          |
|  | Ryde, City of                                | 2          |
|  | Shoalhaven City Council                      | 3          |
|  | Singleton Council                            | 1          |
|  | Snowy River Shire Council                    | 1          |
|  | Sutherland Shire Council                     | 2          |
|  | Sydney, City of                              | 1          |
|  | Tenterfield Shire Council                    | 1          |
|  | Tumut Shire Council                          | 2          |
|  | Warringah Council                            | 4          |
|  | Waverley Council                             | 2          |
|  | Weddin Shire Council                         | 1          |
|  | Wingecarribee Shire Council                  | 4          |
|  | Wollongong City Council                      | 3          |
|  | Wyong Shire Council                          | 3          |
|  | Yass Valley Council                          | 1          |
|  | Bathurst Regional Council                    | 1          |
|  | Oberon Council                               | 1          |
|  | Burwood Council                              | 1          |
| <b>CUSTOMER SERVICE Total</b>            |  | <b>115</b> |
| <b>DLG GOVERNANCE</b>                    | Council not specified                        | 2          |
|  | Lithgow City Council                         | 1          |
|  | Pittwater Council                            | 1          |
| <b>DLG GOVERNANCE Total</b>              |  | <b>4</b>   |
| <b>ENFORCEMENT AND REGULATORY POWERS</b> | Ashfield, The Council of the Municipality of | 1          |
|  | Bankstown City Council                       | 1          |
|  | Bega Valley Shire Council                    | 1          |
|  | Blayney Shire Council                        | 1          |
|  | Blue Mountains City Council                  | 2          |
|  | Botany Bay, The Council of the City of       | 3          |
|  | Byron Shire Council                          | 3          |
|  | Campbelltown City Council                    | 2          |
|  | Canada Bay Council, City of                  | 2          |
|  | Cessnock City Council                        | 1          |
|  | Clarence Valley Council                      | 2          |
|  | Coffs Harbour City Council                   | 1          |
|  | Council not specified                        | 14         |
|  | Eurobodalla Shire Council                    | 1          |
|  | Fairfield City Council                       | 2          |
|  | Gosford City Council                         | 5          |
|  | Goulburn Mulwaree Council                    | 1          |
|  | Griffith City Council                        | 1          |
|  | Gwydir Shire Council                         | 1          |
|  | Hawkesbury City Council                      | 2          |
|  | Hornsby Shire Council                        | 6          |
|  | Hurstville City Council                      | 2          |
|  | Kogarah Municipal Council                    | 2          |

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|  | Ku-ring-gai Council                          | 1          |
|  | Kyogle Council                               | 1          |
|  | Lake Macquarie City Council                  | 1          |
|  | Lane Cove Council                            | 1          |
|  | Leichhardt Municipal Council                 | 2          |
|  | Liverpool City Council                       | 5          |
|  | Maitland City Council                        | 1          |
|  | Mid-Western Regional Council                 | 3          |
|  | Mosman Municipal Council                     | 1          |
|  | Nambucca Shire Council                       | 1          |
|  | Newcastle City Council                       | 1          |
|  | North Sydney Council                         | 1          |
|  | Orange City Council                          | 1          |
|  | Palerang Council                             | 1          |
|  | Parramatta City Council                      | 2          |
|  | Penrith City Council                         | 2          |
|  | Pittwater Council                            | 5          |
|  | Port Macquarie-Hastings Council              | 1          |
|  | Port Stephens Council                        | 1          |
|  | Randwick City Council                        | 1          |
|  | Richmond Valley Council                      | 1          |
|  | Rockdale City Council                        | 2          |
|  | Ryde, City of                                | 2          |
|  | Shoalhaven City Council                      | 3          |
|  | Strathfield Council                          | 2          |
|  | Sutherland Shire Council                     | 6          |
|  | Sydney, City of                              | 4          |
|  | Tamworth Regional Council                    | 1          |
|  | Tenterfield Shire Council                    | 12         |
|  | Tumut Shire Council                          | 3          |
|  | Tweed Shire Council                          | 1          |
|  | Warringah Council                            | 2          |
|  | Waverley Council                             | 4          |
|  | Willoughby City Council                      | 1          |
|  | Wollondilly Shire Council                    | 1          |
|  | Wollongong City Council                      | 6          |
|  | Woollahra Municipal Council                  | 6          |
|  | Wyong Shire Council                          | 2          |
|  | Yass Valley Council                          | 3          |
|  | Bathurst Regional Council                    | 1          |
|  | Bombala Council                              | 1          |
| <b>ENFORCEMENT AND REGULATORY POWERS Total</b> |  | <b>154</b> |
| <b>ENGINEERING SERVICES</b>                    | Armidale Dumaresq Council                    | 1          |
|  | Ashfield, The Council of the Municipality of | 1          |
|  | Ballina Shire Council                        | 1          |
|  | Bega Valley Shire Council                    | 1          |
|  | Blacktown City Council                       | 1          |
|  | Byron Shire Council                          | 4          |
|  | Campbelltown City Council                    | 2          |

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|---|---------------------------------|-----------|
|   | Canada Bay Council, City of     | 2         |
|   | Cessnock City Council           | 1         |
|   | Clarence Valley Council         | 1         |
|   | Cooma-Monaro Shire Council      | 1         |
|   | Council not specified           | 2         |
|   | Dungog Shire Council            | 1         |
|   | Eurobodalla Shire Council       | 1         |
|   | Gosford City Council            | 2         |
|   | Great Lakes Council             | 1         |
|   | Greater Taree City Council      | 2         |
|   | Hawkesbury City Council         | 2         |
|   | Holroyd City Council            | 3         |
|   | Kogarah Municipal Council       | 1         |
|   | Lake Macquarie City Council     | 4         |
|   | Lane Cove Council               | 1         |
|   | Lithgow City Council            | 1         |
|   | Liverpool City Council          | 2         |
|   | Marrickville Council            | 1         |
|   | Mosman Municipal Council        | 1         |
|   | Murray Shire Council            | 1         |
|   | Narrandera Shire Council        | 1         |
|   | North Sydney Council            | 1         |
|   | Parramatta City Council         | 1         |
|   | Penrith City Council            | 1         |
|   | Pittwater Council               | 3         |
|   | Port Macquarie-Hastings Council | 7         |
|   | Richmond Valley Council         | 3         |
|   | Ryde, City of                   | 1         |
|   | Shoalhaven City Council         | 1         |
|   | Strathfield Council             | 1         |
|   | Sutherland Shire Council        | 2         |
|   | Sydney, City of                 | 1         |
|   | Tamworth Regional Council       | 1         |
|   | Tweed Shire Council             | 1         |
|   | Warringah Council               | 1         |
|   | Wingecarribee Shire Council     | 1         |
|   | Warrumbungle Shire Council      | 1         |
|   | Oberon Council                  | 1         |
|   | Burwood Council                 | 1         |
| <b>ENGINEERING SERVICES Total</b>           |                                 | <b>72</b> |
| <b>ENVIRONMENTAL/PUBLIC HEALTH SERVICES</b> | Armidale Dumaresq Council       | 1         |
|   | Bellingen Shire Council         | 2         |
|   | Hawkesbury City Council         | 1         |
|   | Kempsey Shire Council           | 1         |
|   | Kogarah Municipal Council       | 2         |
|   | Mid-Western Regional Council    | 2         |
|   | Orange City Council             | 1         |
|   | Parramatta City Council         | 1         |
|   | Port Macquarie-Hastings Council | 1         |

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|  | Port Stephens Council                  | 1  |
|  | Richmond Valley Council                | 1  |
|  | Snowy River Shire Council              | 1  |
|  | Sutherland Shire Council               | 1  |
|  | Uralla Shire Council                   | 1  |
|  | Wagga Wagga City Council               | 2  |
|  | Wollongong City Council                | 1  |
| ENVIRONMENTAL/PUBLIC HEALTH SERVICES Total |  | 20 |
| FINANCIAL MANAGEMENT                       | Armidale Dumaresq Council              | 5  |
|  | Auburn Council                         | 1  |
|  | Bega Valley Shire Council              | 1  |
|  | Bellingen Shire Council                | 6  |
|  | Blacktown City Council                 | 7  |
|  | Blayney Shire Council                  | 1  |
|  | Blue Mountains City Council            | 5  |
|  | Botany Bay, The Council of the City of | 1  |
|  | Byron Shire Council                    | 1  |
|  | Campbelltown City Council              | 5  |
|  | Canada Bay Council, City of            | 1  |
|  | Canterbury City Council                | 6  |
|  | Central Darling Shire Council          | 1  |
|  | Cessnock City Council                  | 1  |
|  | Clarence Valley Council                | 1  |
|  | Coffs Harbour City Council             | 13 |
|  | Council not specified                  | 11 |
|  | Dungog Shire Council                   | 1  |
|  | Eurobodalla Shire Council              | 1  |
|  | Fairfield City Council                 | 1  |
|  | Glen Innes Severn Shire Council        | 3  |
|  | Gosford City Council                   | 3  |
|  | Goulburn Mulwaree Council              | 6  |
|  | Great Lakes Council                    | 3  |
|  | Greater Taree City Council             | 1  |
|  | Hawkesbury City Council                | 31 |
|  | Inverell Shire Council                 | 1  |
|  | Kempsey Shire Council                  | 7  |
|  | Lake Macquarie City Council            | 2  |
|  | Lane Cove Council                      | 1  |
|  | Leeton Shire Council                   | 2  |
|  | Leichhardt Municipal Council           | 10 |
|  | Liverpool City Council                 | 5  |
|  | Maitland City Council                  | 6  |
|  | Manly Council                          | 13 |
|  | Mosman Municipal Council               | 1  |
|  | Nambucca Shire Council                 | 1  |
|  | Newcastle City Council                 | 4  |
|  | North Sydney Council                   | 1  |
|  | Orange City Council                    | 5  |
|  | Penrith City Council                   | 4  |



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|--|--|------------|
|  | Pittwater Council                            | 4          |
|  | Port Macquarie-Hastings Council              | 2          |
|  | Port Stephens Council                        | 1          |
|  | Richmond Valley Council                      | 2          |
|  | Rockdale City Council                        | 1          |
|  | Ryde, City of                                | 1          |
|  | Shellharbour City Council                    | 1          |
|  | Shoalhaven City Council                      | 5          |
|  | Singleton Council                            | 1          |
|  | Snowy River Shire Council                    | 5          |
|  | Sutherland Shire Council                     | 3          |
|  | Tamworth Regional Council                    | 2          |
|  | Tenterfield Shire Council                    | 4          |
|  | Tumut Shire Council                          | 1          |
|  | Tweed Shire Council                          | 1          |
|  | Uralla Shire Council                         | 1          |
|  | Walgett Shire Council                        | 1          |
|  | Warringah Council                            | 18         |
|  | Waverley Council                             | 2          |
|  | Wellington Council                           | 2          |
|  | Wingecarribee Shire Council                  | 1          |
|  | Wollongong City Council                      | 5          |
|  | Woollahra Municipal Council                  | 1          |
|  | Wyong Shire Council                          | 5          |
|  | Warrumbungle Shire Council                   | 2          |
|  | Oberon Council                               | 1          |
|  | Gilgandra Shire Council                      | 7          |
|  | Riverina Water County Council                | 1          |
|  | MidCoast Water                               | 1          |
| <b>FINANCIAL MANAGEMENT Total</b>                |  | <b>262</b> |
| <b>LAND USE PLANNING AND DEVELOPMENT MATTERS</b> | Ashfield, The Council of the Municipality of | 1          |
|  | Ballina Shire Council                        | 1          |
|  | Bankstown City Council                       | 4          |
|  | Bega Valley Shire Council                    | 3          |
|  | Bellingen Shire Council                      | 1          |
|  | Blacktown City Council                       | 7          |
|  | Blayney Shire Council                        | 1          |
|  | Blue Mountains City Council                  | 1          |
|  | Byron Shire Council                          | 4          |
|  | Cabonne Shire Council                        | 1          |
|  | Campbelltown City Council                    | 1          |
|  | Canada Bay Council, City of                  | 3          |
|  | Canterbury City Council                      | 1          |
|  | Cessnock City Council                        | 1          |
|  | Clarence Valley Council                      | 2          |
|  | Coffs Harbour City Council                   | 3          |
|  | Council not specified                        | 10         |
|  | Eurobodalla Shire Council                    | 2          |
|  | Fairfield City Council                       | 4          |

|                                 |    |
|---------------------------------|----|
| Gosford City Council            | 4  |
| Goulburn Mulwaree Council       | 2  |
| Great Lakes Council             | 2  |
| Greater Hume Shire Council      | 1  |
| Greater Taree City Council      | 2  |
| Gunnedah Shire Council          | 1  |
| Hawkesbury City Council         | 6  |
| Hills Shire Council, The        | 8  |
| Hornsby Shire Council           | 6  |
| Hunters Hill Council            | 3  |
| Hurstville City Council         | 1  |
| Kogarah Municipal Council       | 1  |
| Ku-ring-gai Council             | 3  |
| Lake Macquarie City Council     | 4  |
| Lane Cove Council               | 2  |
| Leichhardt Municipal Council    | 3  |
| Lismore City Council            | 1  |
| Lithgow City Council            | 1  |
| Liverpool City Council          | 5  |
| Manly Council                   | 4  |
| Mid-Western Regional Council    | 2  |
| Muswellbrook Shire Council      | 1  |
| Nambucca Shire Council          | 3  |
| Newcastle City Council          | 2  |
| North Sydney Council            | 1  |
| Palerang Council                | 1  |
| Parramatta City Council         | 1  |
| Penrith City Council            | 2  |
| Pittwater Council               | 9  |
| Port Macquarie-Hastings Council | 1  |
| Port Stephens Council           | 4  |
| Randwick City Council           | 1  |
| Richmond Valley Council         | 3  |
| Rockdale City Council           | 1  |
| Ryde, City of                   | 5  |
| Shellharbour City Council       | 2  |
| Shoalhaven City Council         | 5  |
| Singleton Council               | 1  |
| Strathfield Council             | 1  |
| Sutherland Shire Council        | 10 |
| Sydney, City of                 | 6  |
| Tamworth Regional Council       | 2  |
| Tenterfield Shire Council       | 12 |
| Tweed Shire Council             | 1  |
| Wagga Wagga City Council        | 2  |
| Warringah Council               | 6  |
| Willoughby City Council         | 2  |
| Wingecarribee Shire Council     | 2  |
| Wollondilly Shire Council       | 2  |

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|---|--|-----|
|   | Wollongong City Council                      | 8   |
|   | Woollahra Municipal Council                  | 2   |
|   | Wyong Shire Council                          | 3   |
|   | Yass Valley Council                          | 1   |
|   | Gilgandra Shire Council                      | 1   |
|   | Bombala Council                              | 1   |
| LAND USE PLANNING AND DEVELOPMENT MATTERS |  |     |
| Total                                     |  | 218 |
| MISCONDUCT BY COUNCILS                    | Albury City Council                          | 2   |
|   | Armidale Dumaresq Council                    | 3   |
|   | Ashfield, The Council of the Municipality of | 2   |
|   | Auburn Council                               | 4   |
|   | Ballina Shire Council                        | 1   |
|   | Bankstown City Council                       | 3   |
|   | Bega Valley Shire Council                    | 2   |
|   | Blacktown City Council                       | 3   |
|   | Blayney Shire Council                        | 1   |
|   | Blue Mountains City Council                  | 1   |
|   | Byron Shire Council                          | 2   |
|   | Cabonne Shire Council                        | 1   |
|   | Camden Council                               | 1   |
|   | Canada Bay Council, City of                  | 1   |
|   | Central Darling Shire Council                | 1   |
|   | Cessnock City Council                        | 1   |
|   | Clarence Valley Council                      | 6   |
|   | Coffs Harbour City Council                   | 7   |
|   | Council not specified                        | 3   |
|   | Dungog Shire Council                         | 1   |
|   | Eurobodalla Shire Council                    | 1   |
|   | Fairfield City Council                       | 6   |
|   | Glen Innes Severn Shire Council              | 2   |
|   | Goulburn Mulwaree Council                    | 5   |
|   | Great Lakes Council                          | 4   |
|   | Greater Taree City Council                   | 4   |
|   | Gunnedah Shire Council                       | 5   |
|   | Hawkesbury City Council                      | 9   |
|   | Hills Shire Council, The                     | 2   |
|   | Holroyd City Council                         | 2   |
|   | Hornsby Shire Council                        | 4   |
|   | Kempsey Shire Council                        | 2   |
|   | Kogarah Municipal Council                    | 1   |
|   | Ku-ring-gai Council                          | 1   |
|   | Lake Macquarie City Council                  | 6   |
|   | Lane Cove Council                            | 3   |
|   | Leeton Shire Council                         | 2   |
|   | Leichhardt Municipal Council                 | 4   |
|   | Lismore City Council                         | 3   |
|   | Lithgow City Council                         | 8   |
|   | Liverpool City Council                       | 12  |

|  |                                 |            |
|--|---------------------------------|------------|
|  | Manly Council                   | 3          |
|  | Marrickville Council            | 1          |
|  | Mid-Western Regional Council    | 12         |
|  | Moree Plains Shire Council      | 4          |
|  | Mosman Municipal Council        | 1          |
|  | Murray Shire Council            | 2          |
|  | Muswellbrook Shire Council      | 2          |
|  | Nambucca Shire Council          | 1          |
|  | Narrabri Shire Council          | 2          |
|  | North Sydney Council            | 23         |
|  | Palerang Council                | 2          |
|  | Penrith City Council            | 2          |
|  | Pittwater Council               | 5          |
|  | Port Macquarie-Hastings Council | 3          |
|  | Port Stephens Council           | 1          |
|  | Queanbeyan City Council         | 2          |
|  | Randwick City Council           | 1          |
|  | Richmond Valley Council         | 1          |
|  | Rockdale City Council           | 6          |
|  | Ryde, City of                   | 4          |
|  | Shellharbour City Council       | 2          |
|  | Shoalhaven City Council         | 2          |
|  | Strathfield Council             | 3          |
|  | Sutherland Shire Council        | 16         |
|  | Sydney, City of                 | 7          |
|  | Tenterfield Shire Council       | 2          |
|  | Tumut Shire Council             | 1          |
|  | Tweed Shire Council             | 20         |
|  | Warringah Council               | 6          |
|  | Waverley Council                | 4          |
|  | Wellington Council              | 1          |
|  | Wentworth Shire Council         | 5          |
|  | Willoughby City Council         | 3          |
|  | Wingecarribee Shire Council     | 22         |
|  | Wollondilly Shire Council       | 4          |
|  | Wollongong City Council         | 4          |
|  | Wollahra Municipal Council      | 1          |
|  | Wyong Shire Council             | 12         |
|  | Gilgandra Shire Council         | 1          |
|  | Balranald Shire Council         | 8          |
| <b>MISCONDUCT BY COUNCILS Total</b>    |                                 | <b>334</b> |
| <b>MISMANAGEMENT/MALADMINISTRATION</b> | Armidale Dumaresq Council       | 1          |
|  | Auburn Council                  | 3          |
|  | Ballina Shire Council           | 1          |
|  | Bega Valley Shire Council       | 1          |
|  | Blayney Shire Council           | 1          |
|  | Blue Mountains City Council     | 1          |
|  | Broken Hill City Council        | 1          |
|  | Byron Shire Council             | 2          |

|                                       |  |     |
|---------------------------------------|--|-----|
|                                       | Clarence Valley Council                | 3   |
|                                       | Coffs Harbour City Council             | 1   |
|                                       | Council not specified                  | 1   |
|                                       | Gosford City Council                   | 1   |
|                                       | Goulburn Mulwaree Council              | 1   |
|                                       | Griffith City Council                  | 1   |
|                                       | Gunnedah Shire Council                 | 1   |
|                                       | Hawkesbury City Council                | 5   |
|                                       | Hornsby Shire Council                  | 2   |
|                                       | Hurstville City Council                | 1   |
|                                       | Kempsey Shire Council                  | 1   |
|                                       | Lake Macquarie City Council            | 5   |
|                                       | Leeton Shire Council                   | 1   |
|                                       | Liverpool City Council                 | 5   |
|                                       | Manly Council                          | 4   |
|                                       | Mid-Western Regional Council           | 3   |
|                                       | Newcastle City Council                 | 3   |
|                                       | Pittwater Council                      | 2   |
|                                       | Port Macquarie-Hastings Council        | 4   |
|                                       | Port Stephens Council                  | 2   |
|                                       | Queanbeyan City Council                | 1   |
|                                       | Richmond Valley Council                | 2   |
|                                       | Shellharbour City Council              | 1   |
|                                       | Shoalhaven City Council                | 3   |
|                                       | Strathfield Council                    | 2   |
|                                       | Sutherland Shire Council               | 4   |
|                                       | Sydney, City of                        | 3   |
|                                       | Tamworth Regional Council              | 1   |
|                                       | Tenterfield Shire Council              | 5   |
|                                       | Tweed Shire Council                    | 1   |
|                                       | Weddin Shire Council                   | 1   |
|                                       | Wentworth Shire Council                | 5   |
|                                       | Willoughby City Council                | 1   |
|                                       | Wingecarribee Shire Council            | 7   |
|                                       | Wollongong City Council                | 1   |
|                                       | Wyong Shire Council                    | 2   |
|                                       | Gilgandra Shire Council                | 3   |
|                                       | Deniliquin Council                     | 1   |
|                                       | Riverina Water County Council          | 1   |
| MISMANAGEMENT/MALADMINISTRATION Total |  | 103 |
| NATURAL RESOURCE MANAGEMENT           |  |     |
|                                       | Ballina Shire Council                  | 1   |
|                                       | Blacktown City Council                 | 1   |
|                                       | Botany Bay, The Council of the City of | 1   |
|                                       | Camden Council                         | 1   |
|                                       | Campbelltown City Council              | 1   |
|                                       | Coffs Harbour City Council             | 1   |
|                                       | Eurobodalla Shire Council              | 2   |
|                                       | Gosford City Council                   | 1   |
|                                       | Goulburn Mulwaree Council              | 1   |

|                                   |                               |    |
|-----------------------------------|-------------------------------|----|
|                                   | Hay Shire Council             | 1  |
|                                   | Hornsby Shire Council         | 1  |
|                                   | Hurstville City Council       | 1  |
|                                   | Lake Macquarie City Council   | 1  |
|                                   | Lane Cove Council             | 1  |
|                                   | Liverpool City Council        | 1  |
|                                   | Ryde, City of                 | 1  |
|                                   | Shoalhaven City Council       | 1  |
|                                   | Sutherland Shire Council      | 3  |
|                                   | Tweed Shire Council           | 1  |
|                                   | Wingecarribee Shire Council   | 1  |
|                                   | Wollongong City Council       | 1  |
|                                   | Riverina Water County Council | 1  |
| NATURAL RESOURCE MANAGEMENT Total |                               | 25 |
| OTHER                             | Hornsby Shire Council         | 1  |
|                                   | Newcastle City Council        | 1  |
| OTHER Total                       |                               | 2  |
| PECUNIARY/CONFLICT OF INTEREST    | Auburn Council                | 4  |
|                                   | Bega Valley Shire Council     | 1  |
|                                   | Blayney Shire Council         | 1  |
|                                   | Cessnock City Council         | 1  |
|                                   | Clarence Valley Council       | 1  |
|                                   | Coffs Harbour City Council    | 1  |
|                                   | Dubbo City Council            | 2  |
|                                   | Dungog Shire Council          | 1  |
|                                   | Eurobodalla Shire Council     | 1  |
|                                   | Fairfield City Council        | 1  |
|                                   | Gosford City Council          | 2  |
|                                   | Goulburn Mulwaree Council     | 2  |
|                                   | Great Lakes Council           | 2  |
|                                   | Greater Taree City Council    | 2  |
|                                   | Griffith City Council         | 3  |
|                                   | Gunnedah Shire Council        | 1  |
|                                   | Hawkesbury City Council       | 2  |
|                                   | Hornsby Shire Council         | 4  |
|                                   | Hurstville City Council       | 2  |
|                                   | Kogarah Municipal Council     | 1  |
|                                   | Lake Macquarie City Council   | 2  |
|                                   | Lane Cove Council             | 1  |
|                                   | Lismore City Council          | 1  |
|                                   | Lithgow City Council          | 6  |
|                                   | Liverpool City Council        | 4  |
|                                   | Manly Council                 | 2  |
|                                   | Mid-Western Regional Council  | 1  |
|                                   | Mosman Municipal Council      | 1  |
|                                   | Murray Shire Council          | 4  |
|                                   | Muswellbrook Shire Council    | 2  |
|                                   | North Sydney Council          | 1  |
|                                   | Orange City Council           | 4  |

|                                      |  |     |
|--------------------------------------|--|-----|
|                                      | Palerang Council                             | 1   |
|                                      | Parramatta City Council                      | 1   |
|                                      | Pittwater Council                            | 10  |
|                                      | Queanbeyan City Council                      | 2   |
|                                      | Richmond Valley Council                      | 2   |
|                                      | Ryde, City of                                | 2   |
|                                      | Shoalhaven City Council                      | 3   |
|                                      | Snowy River Shire Council                    | 1   |
|                                      | Sutherland Shire Council                     | 2   |
|                                      | Tenterfield Shire Council                    | 2   |
|                                      | Warringah Council                            | 1   |
|                                      | Wentworth Shire Council                      | 1   |
|                                      | Wingecarribee Shire Council                  | 7   |
|                                      | Wollongong City Council                      | 5   |
|                                      | Wyong Shire Council                          | 2   |
|                                      | Gilgandra Shire Council                      | 1   |
|                                      | Murrumbidgee Shire Council                   | 1   |
| PECUNIARY/CONFLICT OF INTEREST Total |  | 108 |
| PUBLIC LAND MANAGEMENT               | Ashfield, The Council of the Municipality of | 1   |
|                                      | Bellingen Shire Council                      | 2   |
|                                      | Blacktown City Council                       | 5   |
|                                      | Byron Shire Council                          | 3   |
|                                      | Coffs Harbour City Council                   | 1   |
|                                      | Council not specified                        | 3   |
|                                      | Eurobodalla Shire Council                    | 5   |
|                                      | Gosford City Council                         | 1   |
|                                      | Goulburn Mulwaree Council                    | 2   |
|                                      | Great Lakes Council                          | 1   |
|                                      | Greater Hume Shire Council                   | 1   |
|                                      | Greater Taree City Council                   | 2   |
|                                      | Hills Shire Council, The                     | 1   |
|                                      | Hunters Hill Council                         | 2   |
|                                      | Kempsey Shire Council                        | 2   |
|                                      | Ku-ring-gai Council                          | 1   |
|                                      | Lake Macquarie City Council                  | 1   |
|                                      | Lane Cove Council                            | 2   |
|                                      | Leichhardt Municipal Council                 | 1   |
|                                      | Liverpool City Council                       | 1   |
|                                      | Manly Council                                | 10  |
|                                      | Mid-Western Regional Council                 | 2   |
|                                      | Nambucca Shire Council                       | 1   |
|                                      | Newcastle City Council                       | 4   |
|                                      | North Sydney Council                         | 3   |
|                                      | Pittwater Council                            | 3   |
|                                      | Ryde, City of                                | 5   |
|                                      | Shoalhaven City Council                      | 2   |
|                                      | Sutherland Shire Council                     | 1   |
|                                      | Sydney, City of                              | 1   |
|                                      | Tamworth Regional Council                    | 1   |

|  |                                 |      |
|--|---------------------------------|------|
|  | Tumut Shire Council             | 1    |
|  | Tweed Shire Council             | 1    |
|  | Warringah Council               | 1    |
|  | Wingecarribee Shire Council     | 2    |
|  | Wollongong City Council         | 2    |
| PUBLIC LAND MANAGEMENT Total           |                                 | 78   |
| SOCIAL POLICY/COMMUNITY SERVICES       | Ballina Shire Council           | 1    |
|  | Blacktown City Council          | 2    |
|  | Campbelltown City Council       | 1    |
|  | Canada Bay Council, City of     | 3    |
|  | Canterbury City Council         | 3    |
|  | Council not specified           | 3    |
|  | Eurobodalla Shire Council       | 1    |
|  | Glen Innes Severn Shire Council | 1    |
|  | Holroyd City Council            | 1    |
|  | Mosman Municipal Council        | 1    |
|  | Newcastle City Council          | 2    |
|  | Penrith City Council            | 1    |
|  | Sydney, City of                 | 1    |
|  | Gilgandra Shire Council         | 1    |
| SOCIAL POLICY/COMMUNITY SERVICES Total |                                 | 22   |
| STRUCTURAL REFORM                      | Blayney Shire Council           | 1    |
|  | Campbelltown City Council       | 2    |
|  | Council not specified           | 1    |
|  | Lake Macquarie City Council     | 3    |
|  | Leichhardt Municipal Council    | 4    |
|  | Gilgandra Shire Council         | 2    |
| STRUCTURAL REFORM Total                |                                 | 13   |
| Grand Total                            |                                 | 1844 |



## Complaints by council stats

### Number of Complaints by Council

| Count of Doc ID                              |       |
|--|-------|
| Council                                      | Total |
| Albury City Council                          | 2     |
| Armidale Dumaresq Council                    | 8     |
| Ashfield, The Council of the Municipality of | 5     |
| Auburn Council                               | 7     |
| Ballina Shire Council                        | 4     |
| Balranald Shire Council                      | 8     |
| Bankstown City Council                       | 5     |
| Bathurst Regional Council                    | 1     |
| Bega Valley Shire Council                    | 8     |
| Bellingen Shire Council                      | 7     |
| Blacktown City Council                       | 23    |
| Blayney Shire Council                        | 3     |
| Blue Mountains City Council                  | 9     |
| Bombala Council                              | 2     |
| Botany Bay, The Council of the City of       | 4     |
| Bourke Shire Council                         | 1     |
| Broken Hill City Council                     | 3     |
| Burwood Council                              | 1     |
| Byron Shire Council                          | 14    |
| Cabonne Shire Council                        | 1     |
| Camden Council                               | 5     |
| Campbelltown City Council                    | 8     |
| Canada Bay Council, City of                  | 7     |
| Canterbury City Council                      | 7     |
| Central Darling Shire Council                | 2     |
| Cessnock City Council                        | 6     |
| Clarence Valley Council                      | 9     |
| Coffs Harbour City Council                   | 23    |
| Cooma-Monaro Shire Council                   | 1     |
| Council not specified                        | 46    |
| Deniliquin Council                           | 1     |
| Dubbo City Council                           | 3     |
| Dungog Shire Council                         | 4     |
| Eurobodalla Shire Council                    | 13    |
| Fairfield City Council                       | 12    |
| Gilgandra Shire Council                      | 7     |
| Glen Innes Severn Shire Council              | 6     |
| Gosford City Council                         | 16    |
| Goulburn Mulwaree Council                    | 14    |
| Great Lakes Council                          | 10    |
| Greater Hume Shire Council                   | 3     |
| Greater Taree City Council                   | 8     |
| Griffith City Council                        | 3     |
| Gunnedah Shire Council                       | 5     |

|                                 |    |
|---------------------------------|----|
| Gwydir Shire Council            | 1  |
| Hawkesbury City Council         | 44 |
| Hay Shire Council               | 1  |
| Hills Shire Council, The        | 10 |
| Holroyd City Council            | 9  |
| Hornsby Shire Council           | 14 |
| Hunters Hill Council            | 2  |
| Hurstville City Council         | 6  |
| Inverell Shire Council          | 1  |
| Kempsey Shire Council           | 12 |
| Kogarah Municipal Council       | 5  |
| Ku-ring-gai Council             | 5  |
| Kyogle Council                  | 2  |
| Lake Macquarie City Council     | 19 |
| Lane Cove Council               | 10 |
| Leeton Shire Council            | 2  |
| Leichhardt Municipal Council    | 17 |
| Lismore City Council            | 4  |
| Lithgow City Council            | 15 |
| Liverpool City Council          | 20 |
| Maitland City Council           | 7  |
| Manly Council                   | 25 |
| Marrickville Council            | 3  |
| MidCoast Water                  | 1  |
| Mid-Western Regional Council    | 16 |
| Moree Plains Shire Council      | 4  |
| Mosman Municipal Council        | 5  |
| Murray Shire Council            | 7  |
| Murrumbidgee Shire Council      | 1  |
| Muswellbrook Shire Council      | 4  |
| Nambucca Shire Council          | 6  |
| Narrabri Shire Council          | 2  |
| Narrandera Shire Council        | 1  |
| Newcastle City Council          | 31 |
| North Sydney Council            | 26 |
| Oberon Council                  | 2  |
| Orange City Council             | 5  |
| Palerang Council                | 3  |
| Parramatta City Council         | 8  |
| Penrith City Council            | 7  |
| Pittwater Council               | 28 |
| Port Macquarie-Hastings Council | 12 |
| Port Stephens Council           | 11 |
| Queanbeyan City Council         | 3  |
| Randwick City Council           | 3  |
| Richmond Valley Council         | 10 |
| Riverina Water County Council   | 1  |
| Rockdale City Council           | 10 |
| Ryde, City of                   | 17 |
| Shellharbour City Council       | 6  |
| Shoalhaven City Council         | 20 |

|                             |             |
|-----------------------------|-------------|
| Singleton Council           | 3           |
| Snowy River Shire Council   | 5           |
| Strathfield Council         | 7           |
| Sutherland Shire Council    | 26          |
| Sydney, City of             | 16          |
| Tamworth Regional Council   | 5           |
| Tenterfield Shire Council   | 21          |
| Tumut Shire Council         | 5           |
| Tweed Shire Council         | 25          |
| Upper Lachlan Shire Council | 1           |
| Uralla Shire Council        | 1           |
| Wagga Wagga City Council    | 3           |
| Walgett Shire Council       | 1           |
| Warren Shire Council        | 1           |
| Warringham Council          | 29          |
| Warrumbungle Shire Council  | 2           |
| Waverley Council            | 13          |
| Weddin Shire Council        | 2           |
| Wellington Council          | 3           |
| Wentworth Shire Council     | 3           |
| Willoughby City Council     | 3           |
| Wingecarribee Shire Council | 33          |
| Wollondilly Shire Council   | 9           |
| Wollongong City Council     | 30          |
| Woollahra Municipal Council | 10          |
| Wyong Shire Council         | 18          |
| Yass Valley Council         | 3           |
| <b>Grand Total</b>          | <b>1097</b> |

## Number of Complaints by Council (%)

| Count of Doc ID                              |       |
|--|-------|
| Council                                      | Total |
| Albury City Council                          | 0.2%  |
| Armidale Dumaresq Council                    | 0.7%  |
| Ashfield, The Council of the Municipality of | 0.5%  |
| Auburn Council                               | 0.6%  |
| Ballina Shire Council                        | 0.4%  |
| Balranald Shire Council                      | 0.7%  |
| Bankstown City Council                       | 0.5%  |
| Bathurst Regional Council                    | 0.1%  |
| Bega Valley Shire Council                    | 0.7%  |
| Bellingen Shire Council                      | 0.6%  |
| Blacktown City Council                       | 2.1%  |
| Blayney Shire Council                        | 0.3%  |
| Blue Mountains City Council                  | 0.8%  |
| Bombala Council                              | 0.2%  |
| Botany Bay, The Council of the City of       | 0.4%  |
| Bourke Shire Council                         | 0.1%  |
| Broken Hill City Council                     | 0.3%  |
| Burwood Council                              | 0.1%  |
| Byron Shire Council                          | 1.3%  |
| Cabonne Shire Council                        | 0.1%  |
| Camden Council                               | 0.5%  |
| Campbelltown City Council                    | 0.7%  |
| Canada Bay Council, City of                  | 0.6%  |
| Canterbury City Council                      | 0.6%  |
| Central Darling Shire Council                | 0.2%  |
| Cessnock City Council                        | 0.5%  |
| Clarence Valley Council                      | 0.8%  |
| Coffs Harbour City Council                   | 2.1%  |
| Cooma-Monaro Shire Council                   | 0.1%  |
| Council not specified                        | 4.2%  |
| Deniliquin Council                           | 0.1%  |
| Dubbo City Council                           | 0.3%  |
| Dungog Shire Council                         | 0.4%  |
| Eurobodalla Shire Council                    | 1.2%  |
| Fairfield City Council                       | 1.1%  |
| Gilgandra Shire Council                      | 0.6%  |
| Glen Innes Severn Shire Council              | 0.5%  |
| Gosford City Council                         | 1.5%  |
| Goulburn Mulwaree Council                    | 1.3%  |
| Great Lakes Council                          | 0.9%  |
| Greater Hume Shire Council                   | 0.3%  |
| Greater Taree City Council                   | 0.7%  |
| Griffith City Council                        | 0.3%  |
| Gunnedah Shire Council                       | 0.5%  |
| Gwydir Shire Council                         | 0.1%  |

|                                 |      |
|---------------------------------|------|
| Hawkesbury City Council         | 4.0% |
| Hay Shire Council               | 0.1% |
| Hills Shire Council, The        | 0.9% |
| Holroyd City Council            | 0.8% |
| Hornsby Shire Council           | 1.3% |
| Hunters Hill Council            | 0.2% |
| Hurstville City Council         | 0.5% |
| Inverell Shire Council          | 0.1% |
| Kempsey Shire Council           | 1.1% |
| Kogarah Municipal Council       | 0.5% |
| Ku-ring-gai Council             | 0.5% |
| Kyogle Council                  | 0.2% |
| Lake Macquarie City Council     | 1.7% |
| Lane Cove Council               | 0.9% |
| Leeton Shire Council            | 0.2% |
| Leichhardt Municipal Council    | 1.5% |
| Lismore City Council            | 0.4% |
| Lithgow City Council            | 1.4% |
| Liverpool City Council          | 1.8% |
| Maitland City Council           | 0.6% |
| Manly Council                   | 2.3% |
| Marrickville Council            | 0.3% |
| MidCoast Water                  | 0.1% |
| Mid-Western Regional Council    | 1.5% |
| Moree Plains Shire Council      | 0.4% |
| Mosman Municipal Council        | 0.5% |
| Murray Shire Council            | 0.6% |
| Murrumbidgee Shire Council      | 0.1% |
| Muswellbrook Shire Council      | 0.4% |
| Nambucca Shire Council          | 0.5% |
| Narrabri Shire Council          | 0.2% |
| Narrandera Shire Council        | 0.1% |
| Newcastle City Council          | 2.8% |
| North Sydney Council            | 2.4% |
| Oberon Council                  | 0.2% |
| Orange City Council             | 0.5% |
| Palerang Council                | 0.3% |
| Parramatta City Council         | 0.7% |
| Penrith City Council            | 0.6% |
| Pittwater Council               | 2.6% |
| Port Macquarie-Hastings Council | 1.1% |
| Port Stephens Council           | 1.0% |
| Queanbeyan City Council         | 0.3% |
| Randwick City Council           | 0.3% |
| Richmond Valley Council         | 0.9% |
| Riverina Water County Council   | 0.1% |
| Rockdale City Council           | 0.9% |
| Ryde, City of                   | 1.5% |
| Shellharbour City Council       | 0.5% |
| Shoalhaven City Council         | 1.8% |
| Singleton Council               | 0.3% |

|                             |        |
|-----------------------------|--------|
| Snowy River Shire Council   | 0.5%   |
| Strathfield Council         | 0.6%   |
| Sutherland Shire Council    | 2.4%   |
| Sydney, City of             | 1.5%   |
| Tamworth Regional Council   | 0.5%   |
| Tenterfield Shire Council   | 1.9%   |
| Tumut Shire Council         | 0.5%   |
| Tweed Shire Council         | 2.3%   |
| Upper Lachlan Shire Council | 0.1%   |
| Uralla Shire Council        | 0.1%   |
| Wagga Wagga City Council    | 0.3%   |
| Walgett Shire Council       | 0.1%   |
| Warren Shire Council        | 0.1%   |
| Warringah Council           | 2.6%   |
| Warrumbungle Shire Council  | 0.2%   |
| Waverley Council            | 1.2%   |
| Weddin Shire Council        | 0.2%   |
| Wellington Council          | 0.3%   |
| Wentworth Shire Council     | 0.3%   |
| Willoughby City Council     | 0.3%   |
| Wingecarribee Shire Council | 3.0%   |
| Wollondilly Shire Council   | 0.8%   |
| Wollongong City Council     | 2.7%   |
| Woollahra Municipal Council | 0.9%   |
| Wyong Shire Council         | 1.6%   |
| Yass Valley Council         | 0.3%   |
| Grand Total                 | 100.0% |

**Number of Complaints by Council  
ordered by Number of complaints**

| Count of Doc ID                 |       |
|---------------------------------|-------|
| Council                         | Total |
| Council not specified           | 46    |
| Hawkesbury City Council         | 44    |
| Wingecarribee Shire Council     | 33    |
| Newcastle City Council          | 31    |
| Wollongong City Council         | 30    |
| Warringah Council               | 29    |
| Pittwater Council               | 28    |
| Sutherland Shire Council        | 26    |
| North Sydney Council            | 26    |
| Tweed Shire Council             | 25    |
| Manly Council                   | 25    |
| Coffs Harbour City Council      | 23    |
| Blacktown City Council          | 23    |
| Tenterfield Shire Council       | 21    |
| Liverpool City Council          | 20    |
| Shoalhaven City Council         | 20    |
| Lake Macquarie City Council     | 19    |
| Wyong Shire Council             | 18    |
| Leichhardt Municipal Council    | 17    |
| Ryde, City of                   | 17    |
| Mid-Western Regional Council    | 16    |
| Sydney, City of                 | 16    |
| Gosford City Council            | 16    |
| Lithgow City Council            | 15    |
| Byron Shire Council             | 14    |
| Hornsby Shire Council           | 14    |
| Goulburn Mulwaree Council       | 14    |
| Waverley Council                | 13    |
| Eurobodalla Shire Council       | 13    |
| Kempsey Shire Council           | 12    |
| Fairfield City Council          | 12    |
| Port Macquarie-Hastings Council | 12    |
| Port Stephens Council           | 11    |
| Richmond Valley Council         | 10    |
| Woollahra Municipal Council     | 10    |
| Rockdale City Council           | 10    |
| Great Lakes Council             | 10    |
| Lane Cove Council               | 10    |
| Hills Shire Council, The        | 10    |
| Blue Mountains City Council     | 9     |
| Clarence Valley Council         | 9     |
| Wollondilly Shire Council       | 9     |
| Holroyd City Council            | 9     |
| Greater Taree City Council      | 8     |
| Campbelltown City Council       | 8     |
| Parramatta City Council         | 8     |

|  |   |
|--|---|
| Bega Valley Shire Council                    | 8 |
| Armidale Dumaresq Council                    | 8 |
| Balranald Shire Council                      | 8 |
| Auburn Council                               | 7 |
| Bellingen Shire Council                      | 7 |
| Strathfield Council                          | 7 |
| Canada Bay Council, City of                  | 7 |
| Penrith City Council                         | 7 |
| Canterbury City Council                      | 7 |
| Gilgandra Shire Council                      | 7 |
| Maitland City Council                        | 7 |
| Murray Shire Council                         | 7 |
| Nambucca Shire Council                       | 6 |
| Shellharbour City Council                    | 6 |
| Glen Innes Severn Shire Council              | 6 |
| Hurstville City Council                      | 6 |
| Cessnock City Council                        | 6 |
| Gunnedah Shire Council                       | 5 |
| Kogarah Municipal Council                    | 5 |
| Mosman Municipal Council                     | 5 |
| Ku-ring-gai Council                          | 5 |
| Orange City Council                          | 5 |
| Ashfield, The Council of the Municipality of | 5 |
| Bankstown City Council                       | 5 |
| Tamworth Regional Council                    | 5 |
| Tumut Shire Council                          | 5 |
| Snowy River Shire Council                    | 5 |
| Camden Council                               | 5 |
| Botany Bay, The Council of the City of       | 4 |
| Moree Plains Shire Council                   | 4 |
| Muswellbrook Shire Council                   | 4 |
| Dungog Shire Council                         | 4 |
| Lismore City Council                         | 4 |
| Ballina Shire Council                        | 4 |
| Griffith City Council                        | 3 |
| Dubbo City Council                           | 3 |
| Wellington Council                           | 3 |
| Palerang Council                             | 3 |
| Willoughby City Council                      | 3 |
| Marrickville Council                         | 3 |
| Queanbeyan City Council                      | 3 |
| Blayney Shire Council                        | 3 |
| Greater Hume Shire Council                   | 3 |
| Broken Hill City Council                     | 3 |
| Singleton Council                            | 3 |
| Yass Valley Council                          | 3 |
| Randwick City Council                        | 3 |
| Wagga Wagga City Council                     | 3 |
| Wentworth Shire Council                      | 3 |
| Weddin Shire Council                         | 2 |



|                               |      |
|-------------------------------|------|
| Warrumbungle Shire Council    | 2    |
| Bombala Council               | 2    |
| Hunters Hill Council          | 2    |
| Albury City Council           | 2    |
| Kyogle Council                | 2    |
| Oberon Council                | 2    |
| Central Darling Shire Council | 2    |
| Leeton Shire Council          | 2    |
| Narrabri Shire Council        | 2    |
| Murrumbidgee Shire Council    | 1    |
| Hay Shire Council             | 1    |
| Cabonne Shire Council         | 1    |
| Walgett Shire Council         | 1    |
| Riverina Water County Council | 1    |
| Gwydir Shire Council          | 1    |
| Narrandera Shire Council      | 1    |
| Bathurst Regional Council     | 1    |
| Upper Lachlan Shire Council   | 1    |
| Burwood Council               | 1    |
| Deniliquin Council            | 1    |
| Bourke Shire Council          | 1    |
| Uralla Shire Council          | 1    |
| Inverell Shire Council        | 1    |
| MidCoast Water                | 1    |
| Cooma-Monaro Shire Council    | 1    |
| Warren Shire Council          | 1    |
| Grand Total                   | 1097 |

**Number of Complaints by Council  
ordered by Number of complaints (%)**

| Count of Doc ID                 |       |
|---------------------------------|-------|
| Council                         | Total |
| Council not specified           | 4.2%  |
| Hawkesbury City Council         | 4.0%  |
| Wingecarribee Shire Council     | 3.0%  |
| Newcastle City Council          | 2.8%  |
| Wollongong City Council         | 2.7%  |
| Warringah Council               | 2.6%  |
| Pittwater Council               | 2.6%  |
| Sutherland Shire Council        | 2.4%  |
| North Sydney Council            | 2.4%  |
| Tweed Shire Council             | 2.3%  |
| Manly Council                   | 2.3%  |
| Coffs Harbour City Council      | 2.1%  |
| Blacktown City Council          | 2.1%  |
| Tenterfield Shire Council       | 1.9%  |
| Liverpool City Council          | 1.8%  |
| Shoalhaven City Council         | 1.8%  |
| Lake Macquarie City Council     | 1.7%  |
| Wyong Shire Council             | 1.6%  |
| Leichhardt Municipal Council    | 1.5%  |
| Ryde, City of                   | 1.5%  |
| Mid-Western Regional Council    | 1.5%  |
| Sydney, City of                 | 1.5%  |
| Gosford City Council            | 1.5%  |
| Lithgow City Council            | 1.4%  |
| Byron Shire Council             | 1.3%  |
| Hornsby Shire Council           | 1.3%  |
| Goulburn Mulwaree Council       | 1.3%  |
| Waverley Council                | 1.2%  |
| Eurobodalla Shire Council       | 1.2%  |
| Kempsey Shire Council           | 1.1%  |
| Fairfield City Council          | 1.1%  |
| Port Macquarie-Hastings Council | 1.1%  |
| Port Stephens Council           | 1.0%  |
| Richmond Valley Council         | 0.9%  |
| Woollahra Municipal Council     | 0.9%  |
| Rockdale City Council           | 0.9%  |
| Great Lakes Council             | 0.9%  |
| Lane Cove Council               | 0.9%  |
| Hills Shire Council, The        | 0.9%  |
| Blue Mountains City Council     | 0.8%  |
| Clarence Valley Council         | 0.8%  |
| Wollondilly Shire Council       | 0.8%  |
| Holroyd City Council            | 0.8%  |
| Greater Taree City Council      | 0.7%  |
| Campbelltown City Council       | 0.7%  |
| Parramatta City Council         | 0.7%  |

|  |      |
|--|------|
| Bega Valley Shire Council                    | 0.7% |
| Armidale Dumaresq Council                    | 0.7% |
| Balranald Shire Council                      | 0.7% |
| Auburn Council                               | 0.6% |
| Bellingen Shire Council                      | 0.6% |
| Strathfield Council                          | 0.6% |
| Canada Bay Council, City of                  | 0.6% |
| Penrith City Council                         | 0.6% |
| Canterbury City Council                      | 0.6% |
| Gilgandra Shire Council                      | 0.6% |
| Maitland City Council                        | 0.6% |
| Murray Shire Council                         | 0.6% |
| Nambucca Shire Council                       | 0.5% |
| Shellharbour City Council                    | 0.5% |
| Glen Innes Severn Shire Council              | 0.5% |
| Hurstville City Council                      | 0.5% |
| Cessnock City Council                        | 0.5% |
| Gunnedah Shire Council                       | 0.5% |
| Kogarah Municipal Council                    | 0.5% |
| Mosman Municipal Council                     | 0.5% |
| Ku-ring-gai Council                          | 0.5% |
| Orange City Council                          | 0.5% |
| Ashfield, The Council of the Municipality of | 0.5% |
| Bankstown City Council                       | 0.5% |
| Tamworth Regional Council                    | 0.5% |
| Tumut Shire Council                          | 0.5% |
| Snowy River Shire Council                    | 0.5% |
| Camden Council                               | 0.5% |
| Botany Bay, The Council of the City of       | 0.4% |
| Moree Plains Shire Council                   | 0.4% |
| Muswellbrook Shire Council                   | 0.4% |
| Dungog Shire Council                         | 0.4% |
| Lismore City Council                         | 0.4% |
| Ballina Shire Council                        | 0.4% |
| Griffith City Council                        | 0.3% |
| Dubbo City Council                           | 0.3% |
| Wellington Council                           | 0.3% |
| Palerang Council                             | 0.3% |
| Willoughby City Council                      | 0.3% |
| Marrickville Council                         | 0.3% |
| Queanbeyan City Council                      | 0.3% |
| Blayney Shire Council                        | 0.3% |
| Greater Hume Shire Council                   | 0.3% |
| Broken Hill City Council                     | 0.3% |
| Singleton Council                            | 0.3% |
| Yass Valley Council                          | 0.3% |
| Randwick City Council                        | 0.3% |
| Wagga Wagga City Council                     | 0.3% |
| Wentworth Shire Council                      | 0.3% |
| Weddin Shire Council                         | 0.2% |

|                               |        |
|-------------------------------|--------|
| Warrumbungle Shire Council    | 0.2%   |
| Bombala Council               | 0.2%   |
| Hunters Hill Council          | 0.2%   |
| Albury City Council           | 0.2%   |
| Kyogle Council                | 0.2%   |
| Oberon Council                | 0.2%   |
| Central Darling Shire Council | 0.2%   |
| Leeton Shire Council          | 0.2%   |
| Narrabri Shire Council        | 0.2%   |
| Murrumbidgee Shire Council    | 0.1%   |
| Hay Shire Council             | 0.1%   |
| Cabonne Shire Council         | 0.1%   |
| Walgett Shire Council         | 0.1%   |
| Riverina Water County Council | 0.1%   |
| Gwydir Shire Council          | 0.1%   |
| Narrandera Shire Council      | 0.1%   |
| Bathurst Regional Council     | 0.1%   |
| Upper Lachlan Shire Council   | 0.1%   |
| Burwood Council               | 0.1%   |
| Deniliquin Council            | 0.1%   |
| Bourke Shire Council          | 0.1%   |
| Uralla Shire Council          | 0.1%   |
| Inverell Shire Council        | 0.1%   |
| MidCoast Water                | 0.1%   |
| Cooma-Monaro Shire Council    | 0.1%   |
| Warren Shire Council          | 0.1%   |
| Grand Total                   | 100.0% |

## Complaints by document type

### Complaints by Document Type

| Count of Doc ID                                    |       |
|--|-------|
| Doc Type   | Total |
| General Complaint - Decline                        | 772   |
| General Complaint - Review / Preliminary Enquiries | 176   |
| Pecuniary Interest Allegation                      | 61    |
| Misbehaviour Referral                              | 53    |
| Pecuniary Interest Complaint                       | 1     |
| Misbehaviour Investigations                        | 9     |
| Public Interest Disclosure                         | 17    |
| Political Donations                                | 3     |
| Pecuniary Interest Investigations                  | 5     |
| Grand Total  | 1097  |

### Complaints by Document Type (%)

| Count of Doc ID                                    |        |
|--|--------|
| Doc Type   | Total  |
| General Complaint - Decline                        | 70.4%  |
| General Complaint - Review / Preliminary Enquiries | 16.0%  |
| Misbehaviour Investigations                        | 0.8%   |
| Misbehaviour Referral                              | 4.8%   |
| Pecuniary Interest Allegation                      | 5.6%   |
| Pecuniary Interest Complaint                       | 0.1%   |
| Political Donations                                | 0.3%   |
| Public Interest Disclosure                         | 1.5%   |
| Pecuniary Interest Investigations                  | 0.5%   |
| Grand Total  | 100.0% |

## Complaints Outcomes

| Count of Outcome   |       |
|--|-------|
| Outcome  | Total |
| advice/explanation provided - local issue                      | 519   |
| advice/explanation provided - no evidence of maladministration | 115   |
| alternative redress available                                  | 52    |
| information noted for monitoring role                          | 48    |
| matter to be the subject of investigation/inquiry              | 3     |
| no utility   | 131   |
| pecuniary interest - failure to provide further particulars    | 1     |
| pecuniary interest - trivial or does not warrant investigation | 45    |
| premature - complainant referred to council directly           | 11    |
| referred to another authority                                  | 23    |
| referred to council for investigation                          | 30    |
| resolved by agency prior to intervention                       | 5     |
| resolved to Minister's or Department's satisfaction            | 34    |
| pecuniary interest - matter to be investigated                 | 7     |
| Section 11 Referral - ICAC                                     | 4     |
| misbehaviour - referred to PIDT                                | 2     |
| misbehaviour - trivial or does not warrant investigation       | 27    |
| misbehaviour - alternative redress                             | 12    |
| pecuniary interest - alternative redress                       | 1     |
| misbehaviour - matter to be investigated                       | 11    |
| misbehaviour - determined by Chief Executive                   | 7     |
| pecuniary interest - referred to PIDT                          | 2     |
| Grand Total  | 1090  |

| Count of Outcome   |        |
|--|--------|
| Outcome  | Total  |
| advice/explanation provided - local issue                      | 47.6%  |
| advice/explanation provided - no evidence of maladministration | 10.6%  |
| alternative redress available                                  | 4.8%   |
| information noted for monitoring role                          | 4.4%   |
| matter to be the subject of investigation/inquiry              | 0.3%   |
| no utility   | 12.0%  |
| pecuniary interest - failure to provide further particulars    | 0.1%   |
| pecuniary interest - trivial or does not warrant investigation | 4.1%   |
| premature - complainant referred to council directly           | 1.0%   |
| referred to another authority                                  | 2.1%   |
| referred to council for investigation                          | 2.8%   |
| resolved by agency prior to intervention                       | 0.5%   |
| resolved to Minister's or Department's satisfaction            | 3.1%   |
| pecuniary interest - matter to be investigated                 | 0.6%   |
| Section 11 Referral - ICAC                                     | 0.4%   |
| misbehaviour - referred to PIDT                                | 0.2%   |
| misbehaviour - trivial or does not warrant investigation       | 2.5%   |
| misbehaviour - alternative redress                             | 1.1%   |
| pecuniary interest - alternative redress                       | 0.1%   |
| misbehaviour - matter to be investigated                       | 1.0%   |
| misbehaviour - determined by Chief Executive                   | 0.6%   |
| pecuniary interest - referred to PIDT                          | 0.2%   |
| Grand Total  | 100.0% |