

Circular Details	Circular No 17-36 / 9 November 2017 / A569234
Previous Circular	16-41
Who should read this	General Managers / Complaints Coordinators
Contact	Performance Team / 02 4428 4100
Action required	Council to Implement

Annual Code of Conduct Complaints Reporting

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 three months of the end of September.

What this will mean for your council

- To assist with the compilation of the Time Series Data Publication, councils are asked to **return the collection form by 30 November 2017**.

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 at codeofconduct@olg.nsw.gov.au. Instructions 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 is available on the Office's website at www.olg.nsw.gov.au.
- For further information, contact the Office's Performance Team on (02) 4428 4100.



Tim Hurst
Acting Chief Executive