

LOCAL GOVERNMENT — CITY OF MELVILLE INQUIRY — COMPLAINTS

2467. Mr A. Krsticevic to the Minister for Local Government:

I refer to complaints made against the City of Melville and ask:

- (a) how many complaints were made to the Department in each of the following years:
  - (i) 2012;
  - (ii) 2013;
  - (iii) 2014;
  - (iv) 2015;
  - (v) 2016; and
  - (vi) 2017;
- (b) how many complaints were made to the Minister for Local Government in each of the following years:
  - (i) 2012;
  - (ii) 2013;
  - (iii) 2014;
  - (iv) 2015;
  - (v) 2016; and
  - (vi) 2017;
- (c) how many of the complaints referred to in (a) and (b) above were made to both the Department and the Minister;
- (d) how many individual complainants made the complaints referred to in (a) and (b);
- (e) how many of the complaints referred to in (a) and (b) above were anonymous;
- (f) how many of the complaints referred to in (a) and (b) above were informal in nature;
- (g) how many of the complaints referred to in (a) and (b) above came from people associated with the Melville Residents and Ratepayers Association;
- (h) how many of the complaints referred to in (a) and (b) above came from people associated with the Alfred Cove Action Group; and
- (i) how many of the complaints referred to in (a) and (b) were identical or of a pro forma nature?

**Mr D.A. Templeman replied:**

- (a) The number of records contained in the Department of Local Government, Sport and Cultural Industries' (the Department) investigations database are listed below.

Note: Complaints from multiple complainants about a single matter are merged into a single entry in the database, as are complaints related to an Authorised Inquiry.

I am advised by the Department that they do not consider correspondence outlining a grievance or dissatisfaction related to local government automatically constituting a formal complaint for their records (for example, matters related to other legislation such as planning or health, or dissatisfaction with a local government's lawful decision).

I am advised by the Department that the merging and recording of complaints is a practice that has been in place for many years.

- (i) I am advised that during the previous Government, 4.
- (ii) I am advised during the previous Government, 5.
- (iii) I am advised during the previous Government, 9.
- (iv) I am advised during the previous Government, 9.
- (v) I am advised during the previous Government, 4.
- (vi) 9.

- (b) (i)–(vi) Any correspondence received by the Minister’s office that the office believes may contain a valid complaint is referred to the Department for assessment and appropriate action.
- (c) See above.
- (d)–(i) As each single entry in the database contains multiple complainants, this information is not readily accessible, however if the member has a specific concern I will consider it.