

Office of Local Government - Council complaint statistics 2020-21

Number of Complaints by Council	
Count of Doc ID	
Council	Total
Albury City Council	3
Armidale Regional Council	14
Ballina Shire Council	6
Balranald Shire Council	11
Bathurst Regional Council	31
Bayside Council	55
Bega Valley Shire Council	11
Bellingen Shire Council	5
Berrigan Shire Council	2
Blacktown City Council	15
Blayney Shire Council	1
Blue Mountains City Council	16
Bogan Shire Council	1
Bourke Shire Council	1
Brewarrina Shire Council	5
Broken Hill City Council	5
Burwood Council	3
Byron Shire Council	7
Cabonne Shire Council	1
Camden Council	3
Campbelltown City Council	11
Canada Bay Council, City of	6
Canterbury-Bankstown Council	34
Central Coast Council	256
Central Darling Shire Council	1
Cessnock City Council	9
Clarence Valley Council	19
Cobar Shire Council	1
Coffs Harbour City Council	41
Coolamon Shire Council	1
Coonamble Shire Council	9
Cootamundra-Gundagai Regional Council	2
Council not specified	21
Cowra Shire Council	1
Cumberland Council	20
Dubbo Regional Council	30
Dungog Shire Council	3
Edward River Council	1
Eurobodalla Shire Council	17
Fairfield City Council	5
Federation Council	2
Forbes Shire Council	2

Number of Complaints by Council (%)	
Count of Doc ID	
Council	Total
Albury City Council	0.2%
Armidale Regional Council	0.9%
Ballina Shire Council	0.4%
Balranald Shire Council	0.7%
Bathurst Regional Council	2.0%
Bayside Council	3.6%
Bega Valley Shire Council	0.7%
Bellingen Shire Council	0.3%
Berrigan Shire Council	0.1%
Blacktown City Council	1.0%
Blayney Shire Council	0.1%
Blue Mountains City Council	1.0%
Bogan Shire Council	0.1%
Bourke Shire Council	0.1%
Brewarrina Shire Council	0.3%
Broken Hill City Council	0.3%
Burwood Council	0.2%
Byron Shire Council	0.5%
Cabonne Shire Council	0.1%
Camden Council	0.2%
Campbelltown City Council	0.7%
Canada Bay Council, City of	0.4%
Canterbury-Bankstown Council	2.2%
Central Coast Council	16.6%
Central Darling Shire Council	0.1%
Cessnock City Council	0.6%
Clarence Valley Council	1.2%
Cobar Shire Council	0.1%
Coffs Harbour City Council	2.7%
Coolamon Shire Council	0.1%
Coonamble Shire Council	0.6%
Cootamundra-Gundagai Regional Council	0.1%
Council not specified	1.4%
Cowra Shire Council	0.1%
Cumberland Council	1.3%
Dubbo Regional Council	1.9%
Dungog Shire Council	0.2%
Edward River Council	0.1%
Eurobodalla Shire Council	1.1%
Fairfield City Council	0.3%
Federation Council	0.1%
Forbes Shire Council	0.1%

Number of Complaints by Council ordered by Number of complaints	
Count of Doc ID	
Council	Total
Central Coast Council	256
Wingecarribee Shire Council	103
Georges River Council	56
Bayside Council	55
Shoalhaven City Council	42
Coffs Harbour City Council	41
Lismore City Council	41
Inner West Council	39
Canterbury-Bankstown Council	34
Bathurst Regional Council	31
Dubbo Regional Council	30
Northern Beaches Council	27
Sydney, City of	27
Parramatta Council, City of	25
Mid-Coast Council	22
Council not specified	21
Wagga Wagga City Council	21
Newcastle City Council	20
Cumberland Council	20
Clarence Valley Council	19
Hawkesbury City Council	18
Eurobodalla Shire Council	17
Ryde, City of	17
Port Macquarie-Hastings Council	16
Blue Mountains City Council	16
Blacktown City Council	15
Sutherland Shire Council	14
Kempsey Shire Council	14
Armidale Regional Council	14
Liverpool City Council	13
Queanbeyan-Palerang Regional Council	13
Lake Macquarie City Council	13
Lithgow City Council	13
Ku-ring-gai Council	12
Tweed Shire Council	12
Snowy Monaro Regional Council	12
Strathfield Council	12
Port Stephens Council	11
Campbelltown City Council	11
Bega Valley Shire Council	11
Snowy Valleys Council	11
Balranald Shire Council	11

Number of Complaints by Council ordered by Number of complaints (%)	
Count of Doc ID	
Council	Total
Central Coast Council	16.6%
Wingecarribee Shire Council	6.7%
Georges River Council	3.6%
Bayside Council	3.6%
Shoalhaven City Council	2.7%
Coffs Harbour City Council	2.7%
Lismore City Council	2.7%
Inner West Council	2.5%
Canterbury-Bankstown Council	2.2%
Bathurst Regional Council	2.0%
Dubbo Regional Council	1.9%
Northern Beaches Council	1.7%
Sydney, City of	1.7%
Parramatta Council, City of	1.6%
Mid-Coast Council	1.4%
Council not specified	1.4%
Wagga Wagga City Council	1.4%
Newcastle City Council	1.3%
Cumberland Council	1.3%
Clarence Valley Council	1.2%
Hawkesbury City Council	1.2%
Eurobodalla Shire Council	1.1%
Ryde, City of	1.1%
Port Macquarie-Hastings Council	1.0%
Blue Mountains City Council	1.0%
Blacktown City Council	1.0%
Sutherland Shire Council	0.9%
Kempsey Shire Council	0.9%
Armidale Regional Council	0.9%
Liverpool City Council	0.8%
Queanbeyan-Palerang Regional Council	0.8%
Lake Macquarie City Council	0.8%
Lithgow City Council	0.8%
Ku-ring-gai Council	0.8%
Tweed Shire Council	0.8%
Snowy Monaro Regional Council	0.8%
Strathfield Council	0.8%
Port Stephens Council	0.7%
Campbelltown City Council	0.7%
Bega Valley Shire Council	0.7%
Snowy Valleys Council	0.7%
Balranald Shire Council	0.7%

Georges River Council	56	Georges River Council	3.6%	Wollongong City Council	10	Wollongong City Council	0.6%
Gilgandra Shire Council	1	Gilgandra Shire Council	0.1%	Murray River Council	10	Murray River Council	0.6%
Glen Innes Severn Shire Council	4	Glen Innes Severn Shire Council	0.3%	North Sydney Council	10	North Sydney Council	0.6%
Goulburn Mulwaree Council	4	Goulburn Mulwaree Council	0.3%	Randwick City Council	9	Randwick City Council	0.6%
Griffith City Council	3	Griffith City Council	0.2%	Muswellbrook Shire Council	9	Muswellbrook Shire Council	0.6%
Gunnedah Shire Council	1	Gunnedah Shire Council	0.1%	Cessnock City Council	9	Cessnock City Council	0.6%
Gwydir Shire Council	2	Gwydir Shire Council	0.1%	Coonamble Shire Council	9	Coonamble Shire Council	0.6%
Hawkesbury City Council	18	Hawkesbury City Council	1.2%	Wollondilly Shire Council	9	Wollondilly Shire Council	0.6%
Hawkesbury River County Council	1	Hawkesbury River County Council	0.1%	Tenterfield Shire Council	9	Tenterfield Shire Council	0.6%
Hills Shire Council, The	7	Hills Shire Council, The	0.5%	Kiama Municipal Council	8	Kiama Municipal Council	0.5%
Hilltops Council	8	Hilltops Council	0.5%	Richmond Valley Council	8	Richmond Valley Council	0.5%
Hornsby Shire Council	4	Hornsby Shire Council	0.3%	Hilltops Council	8	Hilltops Council	0.5%
Hunters Hill Council	3	Hunters Hill Council	0.2%	Hills Shire Council, The	7	Hills Shire Council, The	0.5%
Inner West Council	39	Inner West Council	2.5%	Liverpool Plains Shire Council	7	Liverpool Plains Shire Council	0.5%
Junee Shire Council	2	Junee Shire Council	0.1%	Byron Shire Council	7	Byron Shire Council	0.5%
Kempsey Shire Council	14	Kempsey Shire Council	0.9%	Willoughby City Council	7	Willoughby City Council	0.5%
Kiama Municipal Council	8	Kiama Municipal Council	0.5%	Ballina Shire Council	6	Ballina Shire Council	0.4%
Ku-ring-gai Council	12	Ku-ring-gai Council	0.8%	Lane Cove Council	6	Lane Cove Council	0.4%
Kyogle Council	3	Kyogle Council	0.2%	Waverley Council	6	Waverley Council	0.4%
Lake Macquarie City Council	13	Lake Macquarie City Council	0.8%	Warrumbungle Shire Council	6	Warrumbungle Shire Council	0.4%
Lane Cove Council	6	Lane Cove Council	0.4%	Canada Bay Council, City of	6	Canada Bay Council, City of	0.4%
Leeton Shire Council	2	Leeton Shire Council	0.1%	Maitland City Council	6	Maitland City Council	0.4%
Lismore City Council	41	Lismore City Council	2.7%	Broken Hill City Council	5	Broken Hill City Council	0.3%
Lithgow City Council	13	Lithgow City Council	0.8%	Upper Lachlan Shire Council	5	Upper Lachlan Shire Council	0.3%
Liverpool City Council	13	Liverpool City Council	0.8%	Fairfield City Council	5	Fairfield City Council	0.3%
Liverpool Plains Shire Council	7	Liverpool Plains Shire Council	0.5%	Walgett Shire Council	5	Walgett Shire Council	0.3%
Lockhart Shire Council	1	Lockhart Shire Council	0.1%	Penrith City Council	5	Penrith City Council	0.3%
Maitland City Council	6	Maitland City Council	0.4%	Brewarrina Shire Council	5	Brewarrina Shire Council	0.3%
Mid-Coast Council	22	Mid-Coast Council	1.4%	Bellingen Shire Council	5	Bellingen Shire Council	0.3%
Mid-Western Regional Council	3	Mid-Western Regional Council	0.2%	Shellharbour City Council	5	Shellharbour City Council	0.3%
Moree Plains Shire Council	4	Moree Plains Shire Council	0.3%	Tamworth Regional Council	4	Tamworth Regional Council	0.3%
Mosman Municipal Council	1	Mosman Municipal Council	0.1%	Glen Innes Severn Shire Council	4	Glen Innes Severn Shire Council	0.3%
Murray River Council	10	Murray River Council	0.6%	Orange City Council	4	Orange City Council	0.3%
Murrumbidgee Council	1	Murrumbidgee Council	0.1%	Moree Plains Shire Council	4	Moree Plains Shire Council	0.3%
Muswellbrook Shire Council	9	Muswellbrook Shire Council	0.6%	Goulburn Mulwaree Council	4	Goulburn Mulwaree Council	0.3%
Nambucca Valley Council	2	Nambucca Valley Council	0.1%	Woollahra Municipal Council	4	Woollahra Municipal Council	0.3%
Narrabri Shire Council	1	Narrabri Shire Council	0.1%	Upper Hunter Shire Council	4	Upper Hunter Shire Council	0.3%
Narrandera Shire Council	1	Narrandera Shire Council	0.1%	Hornsby Shire Council	4	Hornsby Shire Council	0.3%
Narromine Shire Council	2	Narromine Shire Council	0.1%	Kyogle Council	3	Kyogle Council	0.2%
Newcastle City Council	20	Newcastle City Council	1.3%	Camden Council	3	Camden Council	0.2%
North Sydney Council	10	North Sydney Council	0.6%	Griffith City Council	3	Griffith City Council	0.2%
Northern Beaches Council	27	Northern Beaches Council	1.7%	Mid-Western Regional Council	3	Mid-Western Regional Council	0.2%
Oberon Council	3	Oberon Council	0.2%	Oberon Council	3	Oberon Council	0.2%
Orange City Council	4	Orange City Council	0.3%	Albury City Council	3	Albury City Council	0.2%
Parramatta Council, City of	25	Parramatta Council, City of	1.6%	Burwood Council	3	Burwood Council	0.2%
Penrith City Council	5	Penrith City Council	0.3%	Hunters Hill Council	3	Hunters Hill Council	0.2%
Port Macquarie-Hastings Council	16	Port Macquarie-Hastings Council	1.0%	Dungog Shire Council	3	Dungog Shire Council	0.2%
Port Stephens Council	11	Port Stephens Council	0.7%	Berrigan Shire Council	2	Berrigan Shire Council	0.1%

Queanbeyan-Palerang Regional Council	13
Randwick City Council	9
Richmond Valley Council	8
Rous County Council	2
Ryde, City of	17
Shellharbour City Council	5
Shoalhaven City Council	42
Singleton Council	1
Snowy Monaro Regional Council	12
Snowy Valleys Council	11
Strathfield Council	12
Sutherland Shire Council	14
Sydney, City of	27
Tamworth Regional Council	4
Tenterfield Shire Council	9
Tweed Shire Council	12
Upper Hunter County Council	1
Upper Hunter Shire Council	4
Upper Lachlan Shire Council	5
Upper Macquarie County Council	1
Wagga Wagga City Council	21
Walgett Shire Council	5
Warren Shire Council	2
Warrumbungle Shire Council	6
Waverley Council	6
Wentworth Shire Council	2
Willoughby City Council	7
Wingecarribee Shire Council	103
Wollondilly Shire Council	9
Wollongong City Council	10
Woollahra Municipal Council	4
Yass Valley Council	2
Grand Total	1543

Queanbeyan-Palerang Regional Council	0.8%
Randwick City Council	0.6%
Richmond Valley Council	0.5%
Rous County Council	0.1%
Ryde, City of	1.1%
Shellharbour City Council	0.3%
Shoalhaven City Council	2.7%
Singleton Council	0.1%
Snowy Monaro Regional Council	0.8%
Snowy Valleys Council	0.7%
Strathfield Council	0.8%
Sutherland Shire Council	0.9%
Sydney, City of	1.7%
Tamworth Regional Council	0.3%
Tenterfield Shire Council	0.6%
Tweed Shire Council	0.8%
Upper Hunter County Council	0.1%
Upper Hunter Shire Council	0.3%
Upper Lachlan Shire Council	0.3%
Upper Macquarie County Council	0.1%
Wagga Wagga City Council	1.4%
Walgett Shire Council	0.3%
Warren Shire Council	0.1%
Warrumbungle Shire Council	0.4%
Waverley Council	0.4%
Wentworth Shire Council	0.1%
Willoughby City Council	0.5%
Wingecarribee Shire Council	6.7%
Wollondilly Shire Council	0.6%
Wollongong City Council	0.6%
Woollahra Municipal Council	0.3%
Yass Valley Council	0.1%
Grand Total	100.0%

Forbes Shire Council	2
Yass Valley Council	2
Junee Shire Council	2
Gwydir Shire Council	2
Warren Shire Council	2
Narromine Shire Council	2
Rous County Council	2
Federation Council	2
Nambucca Valley Council	2
Cootamundra-Gundagai Regional Council	2
Leeton Shire Council	2
Wentworth Shire Council	2
Cowra Shire Council	1
Narrandera Shire Council	1
Upper Hunter County Council	1
Central Darling Shire Council	1
Bogan Shire Council	1
Upper Macquarie County Council	1
Murrumbidgee Council	1
Coolamon Shire Council	1
Bourke Shire Council	1
Lockhart Shire Council	1
Gunnedah Shire Council	1
Hawkesbury River County Council	1
Cabonne Shire Council	1
Mosman Municipal Council	1
Edward River Council	1
Narrabri Shire Council	1
Singleton Council	1
Cobar Shire Council	1
Blayney Shire Council	1
Gilgandra Shire Council	1
Grand Total	1543

Forbes Shire Council	0.1%
Yass Valley Council	0.1%
Junee Shire Council	0.1%
Gwydir Shire Council	0.1%
Warren Shire Council	0.1%
Narromine Shire Council	0.1%
Rous County Council	0.1%
Federation Council	0.1%
Nambucca Valley Council	0.1%
Cootamundra-Gundagai Regional Council	0.1%
Leeton Shire Council	0.1%
Wentworth Shire Council	0.1%
Cowra Shire Council	0.1%
Narrandera Shire Council	0.1%
Upper Hunter County Council	0.1%
Central Darling Shire Council	0.1%
Bogan Shire Council	0.1%
Upper Macquarie County Council	0.1%
Murrumbidgee Council	0.1%
Coolamon Shire Council	0.1%
Bourke Shire Council	0.1%
Lockhart Shire Council	0.1%
Gunnedah Shire Council	0.1%
Hawkesbury River County Council	0.1%
Cabonne Shire Council	0.1%
Mosman Municipal Council	0.1%
Edward River Council	0.1%
Narrabri Shire Council	0.1%
Singleton Council	0.1%
Cobar Shire Council	0.1%
Blayney Shire Council	0.1%
Gilgandra Shire Council	0.1%
Grand Total	100.0%

Office of Local Government - Council complaint statistics 2020-21

Keywords by Category by Council		
Keyword Category	Council	Total
COMPANION ANIMALS	Bayside Council	2
	Blacktown City Council	1
	Camden Council	1
	Campbelltown City Council	2
	Canada Bay Council, City of	1
	Canterbury-Bankstown Council	1
	Central Coast Council	3
	Coonamble Shire Council	1
	Council not specified	2
	Eurobodalla Shire Council	1
	Kempsey Shire Council	1
	Lake Macquarie City Council	2
	Mid-Coast Council	1
	North Sydney Council	1
	Port Stephens Council	1
	Shoalhaven City Council	5
	Snowy Monaro Regional Council	1
Warrumbungle Shire Council	1	
COMPANION ANIMALS Total		28
COUNCIL GOVERNANCE	Albury City Council	1
	Armidale Regional Council	4
	Ballina Shire Council	2
	Balranald Shire Council	8
	Bathurst Regional Council	18
	Bayside Council	15
	Bega Valley Shire Council	5
	Bellingen Shire Council	1
	Blacktown City Council	1
	Blue Mountains City Council	6
	Brewarrina Shire Council	1
	Broken Hill City Council	1
	Byron Shire Council	1
	Campbelltown City Council	4
	Canterbury-Bankstown Council	9
	Central Coast Council	48
	Cessnock City Council	3
	Clarence Valley Council	6
	Coffs Harbour City Council	41
	Coonamble Shire Council	1
	Council not specified	5
	Cowra Shire Council	1
	Cumberland Council	11
	Dungog Shire Council	1
	Eurobodalla Shire Council	9
	Georges River Council	13
	Gilgandra Shire Council	1
	Glen Innes Severn Shire Council	1
	Gunnedah Shire Council	1
	Gwydir Shire Council	2
	Hawkesbury City Council	4
	Hills Shire Council, The	2
	Inner West Council	9
	Kempsey Shire Council	2
	Kiama Municipal Council	1
	Ku-ring-gai Council	7
	Lane Cove Council	3
	Lismore City Council	14
	Lithgow City Council	2
	Liverpool City Council	1
	Liverpool Plains Shire Council	7
	Lockhart Shire Council	1
	Maitland City Council	2
	Mid-Coast Council	11
	Murray River Council	2
	Narrabri Shire Council	2
	Newcastle City Council	2
North Sydney Council	6	
Northern Beaches Council	4	
Oberon Council	3	
Parramatta Council, City of	2	
Penrith City Council	2	
Port Macquarie-Hastings Council	11	
Port Stephens Council	1	
Queanbeyan-Palerang Regional Council	2	
Randwick City Council	2	
Richmond Valley Council	1	
Rous County Council	1	
Ryde, City of	1	
Shellharbour City Council	1	
Shoalhaven City Council	7	
Snowy Monaro Regional Council	3	
Snowy Valleys Council	2	
Strathfield Council	2	
Sutherland Shire Council	3	
Sydney, City of	8	
Tamworth Regional Council	1	
Tenterfield Shire Council	1	
Tweed Shire Council	3	
Upper Lachlan Shire Council	2	
Wagga Wagga City Council	2	
Walgett Shire Council	4	

Keywords by Category	
Keyword Category	Total
COMPANION ANIMALS	28
COUNCIL GOVERNANCE	430
CUSTOMER SERVICE	320
ENFORCEMENT AND REGULATORY POWERS	191
ENGINEERING SERVICES	109
ENVIRONMENTAL/PUBLIC HEALTH SERVICES	39
FINANCIAL MANAGEMENT (COUNCILS)	546
LAND USE PLANNING AND DEVELOPMENT MATTERS	181
MISCONDUCT BY COUNCILS	363
MISMANAGEMENT/MALADMINISTRATION	210
NATURAL RESOURCE MANAGEMENT	70
OLG GOVERNANCE	79
PECUNIARY/CONFLICT OF INTEREST	70
PUBLIC LAND MANAGEMENT	51
SOCIAL POLICY/COMMUNITY SERVICES	24
STRUCTURAL REFORM	76
Grand Total	2787

Keywords by Category (%)	
Keyword Category	Total
Count of Keywords	
COMPANION ANIMALS	1.0%
COUNCIL GOVERNANCE	15.4%
CUSTOMER SERVICE	11.5%
ENFORCEMENT AND REGULATORY POWERS	6.9%
ENGINEERING SERVICES	3.9%
ENVIRONMENTAL/PUBLIC HEALTH SERVICES	1.4%
FINANCIAL MANAGEMENT (COUNCILS)	19.6%
LAND USE PLANNING AND DEVELOPMENT MATTERS	6.5%
MISCONDUCT BY COUNCILS	13.0%
MISMANAGEMENT/MALADMINISTRATION	7.5%
NATURAL RESOURCE MANAGEMENT	2.5%
OLG GOVERNANCE	2.8%
PECUNIARY/CONFLICT OF INTEREST	2.5%
PUBLIC LAND MANAGEMENT	1.8%
SOCIAL POLICY/COMMUNITY SERVICES	0.9%
STRUCTURAL REFORM	2.7%
Grand Total	100.0%

COUNCIL GOVERNANCE	Warren Shire Council	2
	Warrumbungle Shire Council	1
	Waverley Council	4
	Willoughby City Council	1
	Wingecarribee Shire Council	48
	Wollondilly Shire Council	2
	Wollongong City Council	2
	Woollahra Municipal Council	1
	Yass Valley Council	1
COUNCIL GOVERNANCE Total		430
CUSTOMER SERVICE	Albury City Council	1
	Armidale Regional Council	2
	Ballina Shire Council	3
	Bathurst Regional Council	3
	Bayside Council	17
	Bega Valley Shire Council	1
	Bellingen Shire Council	1
	Blacktown City Council	3
	Blue Mountains City Council	2
	Brewarrina Shire Council	1
	Broken Hill City Council	2
	Burwood Council	1
	Byron Shire Council	1
	Camden Council	1
	Campbelltown City Council	4
	Canterbury-Bankstown Council	12
	Central Coast Council	24
	Cessnock City Council	2
	Clarence Valley Council	7
	Coffs Harbour City Council	2
	Coonamble Shire Council	1
	Council not specified	2
	Cumberland Council	3
	Dubbo Regional Council	1
	Dungog Shire Council	1
	Edward River Council	1
	Eurobodalla Shire Council	5
	Fairfield City Council	2
	Georges River Council	7
	Gilgandra Shire Council	1
	Glen Innes Severn Shire Council	1
	Griffith City Council	1
	Gunnedah Shire Council	1
	Hawkesbury City Council	3
	Hilltops Council	5
	Hornsby Shire Council	3
	Hunters Hill Council	2
	Inner West Council	13
	Kempsey Shire Council	3
	Ku-ring-gai Council	3
	Lake Macquarie City Council	3
	Lane Cove Council	1
	Lismore City Council	8
	Lithgow City Council	3
	Liverpool City Council	4
	Liverpool Plains Shire Council	1
	Maitland City Council	2
	Mid-Coast Council	7
	Moree Plains Shire Council	2
	Murray River Council	1
	Muswellbrook Shire Council	3
	Newcastle City Council	1
	North Sydney Council	3
	Northern Beaches Council	9
	Oberon Council	1
	Parramatta Council, City of	10
	Penrith City Council	2
Port Macquarie-Hastings Council	4	
Port Stephens Council	4	
Queanbeyan-Palerang Regional Council	3	
Randwick City Council	5	
Richmond Valley Council	2	
Ryde, City of	5	
Shellharbour City Council	2	
Shoalhaven City Council	11	
Snowy Monaro Regional Council	6	
Snowy Valleys Council	1	
Strathfield Council	2	
Sutherland Shire Council	7	
Sydney, City of	6	
Tenterfield Shire Council	6	
Tweed Shire Council	4	
Upper Lachlan Shire Council	1	
Wagga Wagga City Council	2	
Waverley Council	3	
Willoughby City Council	4	
Wingecarribee Shire Council	25	
Wollondilly Shire Council	2	
Wollongong City Council	3	
Woollahra Municipal Council	2	
CUSTOMER SERVICE Total		320
ENFORCEMENT AND REGULATORY POWERS	Albury City Council	1
	Armidale Regional Council	1
	Ballina Shire Council	2
	Bayside Council	3

ENFORCEMENT AND REGULATORY POWERS	Bellingen Shire Council	1
	Blacktown City Council	5
	Blue Mountains City Council	3
	Bogan Shire Council	1
	Broken Hill City Council	1
	Burwood Council	2
	Byron Shire Council	2
	Camden Council	2
	Campbelltown City Council	2
	Canada Bay Council, City of	2
	Canterbury-Bankstown Council	6
	Central Coast Council	13
	Cessnock City Council	2
	Clarence Valley Council	3
	Coffs Harbour City Council	4
	Coonamble Shire Council	1
	Council not specified	4
	Dubbo Regional Council	1
	Eurobodalla Shire Council	5
	Fairfield City Council	1
	Georges River Council	6
	Goulburn Mulwaree Council	1
	Griffith City Council	1
	Hawkesbury City Council	4
	Hilltops Council	1
	Hornsby Shire Council	1
	Inner West Council	4
	Kempsey Shire Council	2
	Kiama Municipal Council	2
	Ku-ring-gai Council	4
	Lake Macquarie City Council	4
	Lismore City Council	3
	Lithgow City Council	1
	Liverpool City Council	5
	Mid-Coast Council	3
	Mid-Western Regional Council	1
	Moree Plains Shire Council	3
	Murray River Council	1
	Muswellbrook Shire Council	4
	Nambucca Valley Council	1
	Newcastle City Council	1
	North Sydney Council	2
	Northern Beaches Council	6
	Oberon Council	1
	Parramatta Council, City of	3
	Penrith City Council	2
	Port Macquarie-Hastings Council	2
	Port Stephens Council	5
	Queanbeyan-Palerang Regional Council	2
	Randwick City Council	2
	Richmond Valley Council	1
	Ryde, City of	1
	Shellharbour City Council	3
	Shoalhaven City Council	6
	Snowy Valleys Council	1
	Strathfield Council	2
	Sutherland Shire Council	1
	Sydney, City of	4
	Tenterfield Shire Council	7
	Tweed Shire Council	1
	Wagga Wagga City Council	2
	Waverley Council	1
	Wentworth Shire Council	1
	Willoughby City Council	1
	Wingecarribee Shire Council	7
	Wollondilly Shire Council	2
	Wollongong City Council	2
	Woollahra Municipal Council	2
ENFORCEMENT AND REGULATORY POWERS Total	191	
ENGINEERING SERVICES	Armidale Regional Council	1
	Ballina Shire Council	1
	Bayside Council	1
	Berrigan Shire Council	1
	Blue Mountains City Council	2
	Broken Hill City Council	1
	Burwood Council	1
	Byron Shire Council	3
	Campbelltown City Council	1
	Canterbury-Bankstown Council	2
	Central Coast Council	4
	Cessnock City Council	2
	Coffs Harbour City Council	1
	Council not specified	1
	Cumberland Council	1
	Eurobodalla Shire Council	2
	Fairfield City Council	2
	Gilgandra Shire Council	1
	Gwydir Shire Council	1
	Hawkesbury City Council	1
	Hornsby Shire Council	1
	Inner West Council	1
	Kempsey Shire Council	1
Lake Macquarie City Council	1	
Lane Cove Council	1	
Lismore City Council	2	

ENGINEERING SERVICES	Lithgow City Council	1	
	Maitland City Council	1	
	Mid-Coast Council	3	
	Murrumbidgee Council	1	
	Newcastle City Council	1	
	North Sydney Council	4	
	Northern Beaches Council	4	
	Parramatta Council, City of	1	
	Penrith City Council	1	
	Port Macquarie-Hastings Council	2	
	Queanbeyan-Palerang Regional Council	1	
	Randwick City Council	1	
	Richmond Valley Council	1	
	Rous County Council	1	
	Ryde, City of	3	
	Shoalhaven City Council	2	
	Snowy Monaro Regional Council	1	
	Snowy Valleys Council	1	
	Sutherland Shire Council	2	
	Sydney, City of	4	
	Tamworth Regional Council	1	
	Tweed Shire Council	2	
	Upper Hunter County Council	1	
	Upper Hunter Shire Council	1	
	Upper Lachlan Shire Council	1	
	Wagga Wagga City Council	2	
	Waverley Council	1	
	Wingecarribee Shire Council	21	
	Wollongong City Council	3	
	Woolahra Municipal Council	3	
	ENGINEERING SERVICES Total		109
	ENVIRONMENTAL/PUBLIC HEALTH SERVICES	Bayside Council	1
		Bega Valley Shire Council	1
Blacktown City Council		1	
Byron Shire Council		1	
Canterbury-Bankstown Council		1	
Central Coast Council		1	
Clarence Valley Council		1	
Coolamon Shire Council		1	
Coonamble Shire Council		1	
Council not specified		2	
Cumberland Council		1	
Hawkesbury City Council		1	
Hills Shire Council, The		1	
Kempsey Shire Council		2	
Kiama Municipal Council		1	
Ku-ring-gai Council		1	
Kyogle Council		1	
Lismore City Council		3	
Liverpool City Council		1	
Northern Beaches Council		2	
Port Macquarie-Hastings Council		5	
Randwick City Council		1	
Shoalhaven City Council		2	
Sydney, City of		3	
Walgett Shire Council		1	
Wingecarribee Shire Council		1	
Wollongong City Council		1	
ENVIRONMENTAL/PUBLIC HEALTH SERVICES Total			39
FINANCIAL MANAGEMENT (COUNCILS)		Armidale Regional Council	7
		Balranald Shire Council	2
	Bayside Council	37	
	Bega Valley Shire Council	5	
	Berrigan Shire Council	3	
	Blacktown City Council	1	
	Blue Mountains City Council	7	
	Brewarrina Shire Council	1	
	Cabonne Shire Council	1	
	Campbelltown City Council	6	
	Canterbury-Bankstown Council	15	
	Central Coast Council	301	
	Central Darling Shire Council	1	
	Cessnock City Council	1	
	Clarence Valley Council	1	
	Coffs Harbour City Council	14	
	Coolamon Shire Council	1	
	Coonamble Shire Council	2	
	Cootamundra-Gundagai Regional Council	2	
	Council not specified	1	
	Cowra Shire Council	1	
	Cumberland Council	6	
	Dungog Shire Council	1	
	Edward River Council	1	
	Eurobodalla Shire Council	1	
	Forbes Shire Council	1	
	Georges River Council	7	
	Gwydir Shire Council	1	
	Hawkesbury City Council	1	
	Hills Shire Council, The	1	
	Hilltops Council	3	
	Hornsby Shire Council	1	
	Hunters Hill Council	1	
	Inner West Council	15	
	Kempsey Shire Council	2	
	Kiama Municipal Council	1	

FINANCIAL MANAGEMENT (COUNCILS)	Ku-ring-gai Council	3	
	Lake Macquarie City Council	3	
	Lane Cove Council	1	
	Leeton Shire Council	1	
	Lismore City Council	6	
	Liverpool City Council	2	
	Liverpool Plains Shire Council	3	
	Maitland City Council	4	
	Mid-Coast Council	4	
	Moree Plains Shire Council	1	
	Murray River Council	1	
	Muswellbrook Shire Council	2	
	Narrandera Shire Council	2	
	Newcastle City Council	2	
	Northern Beaches Council	3	
	Oberon Council	1	
	Port Macquarie-Hastings Council	1	
	Port Stephens Council	1	
	Queanbeyan-Palerang Regional Council	2	
	Randwick City Council	1	
	Richmond Valley Council	3	
	Ryde, City of	4	
	Shoalhaven City Council	5	
	Singleton Council	2	
	Snowy Monaro Regional Council	4	
	Snowy Valleys Council	8	
	Strathfield Council	3	
	Sutherland Shire Council	1	
	Sydney, City of	3	
	Tweed Shire Council	1	
	Upper Hunter County Council	1	
	Upper Hunter Shire Council	3	
	Warrumbungle Shire Council	1	
	Willoughby City Council	2	
	Wingecarribee Shire Council	7	
	Wollongong City Council	1	
	FINANCIAL MANAGEMENT (COUNCILS) Total		546
	LAND USE PLANNING AND DEVELOPMENT MATTERS	Armidale Regional Council	1
		Ballina Shire Council	1
Bathurst Regional Council		21	
Bega Valley Shire Council		2	
Bellingen Shire Council		1	
Blacktown City Council		3	
Blue Mountains City Council		1	
Broken Hill City Council		1	
Burwood Council		2	
Byron Shire Council		1	
Campbelltown City Council		1	
Canada Bay Council, City of		5	
Canterbury-Bankstown Council		2	
Central Coast Council		7	
Cessnock City Council		5	
Clarence Valley Council		5	
Coffs Harbour City Council		1	
Council not specified		5	
Dubbo Regional Council		2	
Dungog Shire Council		2	
Eurobodalla Shire Council		3	
Georges River Council		9	
Glen Innes Severn Shire Council		4	
Hawkesbury City Council		2	
Kempsey Shire Council		2	
Lake Macquarie City Council		2	
Lismore City Council		1	
Lithgow City Council		6	
Liverpool City Council		2	
Lockhart Shire Council		1	
Mid-Coast Council		2	
Mid-Western Regional Council		2	
Moree Plains Shire Council		1	
Mosman Municipal Council		2	
Murray River Council		1	
Nambucca Valley Council		1	
Newcastle City Council		3	
Northern Beaches Council		5	
Parramatta Council, City of		5	
Queanbeyan-Palerang Regional Council		4	
Randwick City Council		1	
Richmond Valley Council		2	
Rous County Council		1	
Ryde, City of		1	
Shoalhaven City Council		10	
Snowy Monaro Regional Council		1	
Strathfield Council		1	
Sutherland Shire Council		4	
Sydney, City of		4	
Tamworth Regional Council		3	
Tenterfield Shire Council		1	
Tweed Shire Council		3	
Wagga Wagga City Council	1		
Warrumbungle Shire Council	1		
Willoughby City Council	2		
Wingecarribee Shire Council	16		
Wollongong City Council	1		
Yass Valley Council	1		

LAND USE PLANNING AND DEVELOPMENT MATTERS Total		181
MISCONDUCT BY COUNCILS		
	Albury City Council	2
	Armidale Regional Council	5
	Balranald Shire Council	2
	Bathurst Regional Council	13
	Bayside Council	1
	Bega Valley Shire Council	2
	Bellingen Shire Council	2
	Blacktown City Council	2
	Blayney Shire Council	1
	Blue Mountains City Council	1
	Bourke Shire Council	1
	Brewarrina Shire Council	2
	Broken Hill City Council	1
	Byron Shire Council	3
	Canada Bay Council, City of	2
	Canterbury-Bankstown Council	2
	Central Coast Council	9
	Cessnock City Council	1
	Clarence Valley Council	1
	Cobar Shire Council	1
	Coffs Harbour City Council	3
	Coonamble Shire Council	2
	Cootamundra-Gundagai Regional Council	1
	Council not specified	3
	Cumberland Council	5
	Dubbo Regional Council	27
	Dungog Shire Council	1
	Eurobodalla Shire Council	3
	Fairfield City Council	2
	Federation Council	1
	Forbes Shire Council	1
	Georges River Council	25
	Glen Innes Severn Shire Council	1
	Goulburn Mulwaree Council	3
	Gunnedah Shire Council	1
	Hawkesbury City Council	6
	Hawkesbury River County Council	1
	Hills Shire Council, The	4
	Inner West Council	10
	Junee Shire Council	2
	Kempsey Shire Council	4
	Kiama Municipal Council	1
	Ku-ring-gai Council	5
	Kyogle Council	3
	Lake Macquarie City Council	1
	Lane Cove Council	2
	Leeton Shire Council	2
	Lismore City Council	18
	Lithgow City Council	10
	Liverpool City Council	5
	Mid-Coast Council	1
	Murray River Council	7
	Muswellbrook Shire Council	2
	Narramine Shire Council	2
	Newcastle City Council	12
	Northern Beaches Council	7
	Orange City Council	2
	Parramatta Council, City of	8
	Port Macquarie-Hastings Council	3
	Port Stephens Council	1
	Queanbeyan-Palerang Regional Council	5
	Randwick City Council	2
	Richmond Valley Council	1
	Ryde, City of	5
	Shellharbour City Council	2
	Shoalhaven City Council	10
	Snowy Monaro Regional Council	4
	Snowy Valleys Council	1
	Strathfield Council	3
	Sutherland Shire Council	2
	Sydney, City of	4
	Tamworth Regional Council	1
	Tenterfield Shire Council	2
	Tweed Shire Council	3
	Upper Hunter Shire Council	2
	Upper Lachlan Shire Council	3
	Wagga Wagga City Council	13
	Walgett Shire Council	2
	Warren Shire Council	1
	Warrumbungle Shire Council	3
	Wentworth Shire Council	1
	Willoughby City Council	1
	Wingecarribee Shire Council	31
	Wollondilly Shire Council	8
	Wollongong City Council	1
MISCONDUCT BY COUNCILS Total		363
MISMANAGEMENT/MALADMINISTRATION		
	Armidale Regional Council	2
	Balranald Shire Council	1
	Bathurst Regional Council	4
	Bayside Council	3
	Bega Valley Shire Council	5
	Bourke Shire Council	1
	Canterbury-Bankstown Council	1
	Central Coast Council	64

MISMANAGEMENT/MALADMINISTRATION	Clarence Valley Council	3	
	Coffs Harbour City Council	8	
	Coonamble Shire Council	1	
	Cootamundra-Gundagai Regional Council	1	
	Council not specified	1	
	Cumberland Council	3	
	Dubbo Regional Council	17	
	Eurobodalla Shire Council	1	
	Federation Council	1	
	Georges River Council	4	
	Hilltops Council	1	
	Hunters Hill Council	1	
	Junee Shire Council	2	
	Kempsey Shire Council	1	
	Kiama Municipal Council	2	
	Ku-ring-gai Council	2	
	Lane Cove Council	1	
	Lismore City Council	8	
	Liverpool City Council	2	
	Liverpool Plains Shire Council	1	
	Mid-Coast Council	1	
	Moree Plains Shire Council	1	
	Murray River Council	1	
	Muswellbrook Shire Council	1	
	Narromine Shire Council	2	
	Northern Beaches Council	5	
	Oberon Council	1	
	Orange City Council	1	
	Port Macquarie-Hastings Council	1	
	Port Stephens Council	1	
	Richmond Valley Council	1	
	Shoalhaven City Council	1	
	Snowy Monaro Regional Council	2	
	Snowy Valleys Council	2	
	Upper Hunter County Council	1	
	Upper Hunter Shire Council	2	
	Upper Lachlan Shire Council	1	
	Wagga Wagga City Council	2	
	Walgett Shire Council	1	
	Warrumbungle Shire Council	2	
	Wingecarribee Shire Council	37	
	Wollongong City Council	1	
	MISMANAGEMENT/MALADMINISTRATION Total		210
	NATURAL RESOURCE MANAGEMENT	Bathurst Regional Council	1
		Bayside Council	1
Berrigan Shire Council		1	
Blacktown City Council		2	
Blue Mountains City Council		2	
Broken Hill City Council		1	
Canterbury-Bankstown Council		2	
Central Coast Council		5	
Clarence Valley Council		1	
Council not specified		2	
Cumberland Council		1	
Dubbo Regional Council		1	
Georges River Council		1	
Hawkesbury City Council		1	
Hills Shire Council, The		1	
Hornsby Shire Council		1	
Hunters Hill Council		1	
Inner West Council		2	
Kempsey Shire Council		1	
Lake Macquarie City Council		1	
Lismore City Council		1	
Lithgow City Council		1	
Liverpool City Council		1	
Liverpool Plains Shire Council		1	
Maitland City Council		1	
Mid-Coast Council		1	
Mid-Western Regional Council		1	
Moree Plains Shire Council		2	
Northern Beaches Council		3	
Parramatta Council, City of		4	
Port Macquarie-Hastings Council		2	
Ryde, City of		1	
Shoalhaven City Council		2	
Snowy Monaro Regional Council		1	
Strathfield Council		1	
Sutherland Shire Council		1	
Tweed Shire Council		3	
Wagga Wagga City Council		1	
Waverley Council		3	
Wentworth Shire Council		1	
Wingecarribee Shire Council		6	
Wollondilly Shire Council		1	
Wollongong City Council		2	
NATURAL RESOURCE MANAGEMENT Total			70
OLG GOVERNANCE		Balranald Shire Council	1
	Bathurst Regional Council	1	
	Brewarrina Shire Council	1	
	Byron Shire Council	1	
	Clarence Valley Council	2	
	Coonamble Shire Council	3	
	Griffith City Council	1	
	Hunters Hill Council	1	

OLG GOVERNANCE	Inner West Council	2
	Ku-ring-gai Council	1
	Lismore City Council	4
	Muswellbrook Shire Council	1
	Newcastle City Council	1
	North Sydney Council	1
	Northern Beaches Council	1
	Parramatta Council, City of	1
	Port Stephens Council	1
	Sutherland Shire Council	1
	Wagga Wagga City Council	2
	Warren Shire Council	1
	Wingecarribee Shire Council	50
	Wollongong City Council	1
OLG GOVERNANCE Total		79
PECUNIARY/CONFLICT OF INTEREST	Armidale Regional Council	1
	Bayside Council	1
	Brewarrina Shire Council	2
	Broken Hill City Council	1
	Central Coast Council	2
	Coffs Harbour City Council	7
	Cumberland Council	1
	Eurobodalla Shire Council	1
	Federation Council	1
	Forbes Shire Council	1
	Georges River Council	5
	Hawkesbury City Council	5
	Hunters Hill Council	1
	Kempsey Shire Council	1
	Kiama Municipal Council	2
	Lake Macquarie City Council	1
	Lismore City Council	4
	Liverpool City Council	1
	Mid-Coast Council	1
	Mid-Western Regional Council	1
	Muswellbrook Shire Council	1
	Newcastle City Council	2
	Northern Beaches Council	2
	Orange City Council	1
	Parramatta Council, City of	4
	Port Stephens Council	1
	Queanbeyan-Palerang Regional Council	2
	Ryde, City of	2
	Shoalhaven City Council	1
	Strathfield Council	1
	Sutherland Shire Council	3
	Sydney, City of	1
	Upper Macquarie County Council	1
Wagga Wagga City Council	5	
Wingecarribee Shire Council	3	
PECUNIARY/CONFLICT OF INTEREST Total		70
PUBLIC LAND MANAGEMENT	Bathurst Regional Council	2
	Bayside Council	2
	Blacktown City Council	2
	Canterbury-Bankstown Council	1
	Central Coast Council	1
	Clarence Valley Council	6
	Coffs Harbour City Council	3
	Council not specified	1
	Cumberland Council	1
	Eurobodalla Shire Council	1
	Goulburn Mulwaree Council	1
	Hawkesbury City Council	1
	Inner West Council	1
	Lake Macquarie City Council	2
	Lane Cove Council	1
	Liverpool Plains Shire Council	1
	Mid-Coast Council	3
	Newcastle City Council	4
	Orange City Council	1
	Parramatta Council, City of	1
	Port Stephens Council	1
	Queanbeyan-Palerang Regional Council	1
	Richmond Valley Council	2
	Shellharbour City Council	1
	Shoalhaven City Council	2
	Snowy Valleys Council	1
	Strathfield Council	1
	Sydney, City of	2
	Upper Lachlan Shire Council	1
	Wagga Wagga City Council	1
	Warrumbungle Shire Council	1
	Wollongong City Council	1
	PUBLIC LAND MANAGEMENT Total	
SOCIAL POLICY/COMMUNITY SERVICES	Bathurst Regional Council	2
	Blacktown City Council	1
	Campbelltown City Council	1
	Clarence Valley Council	1
	Cumberland Council	5
	Griffith City Council	1
	Hills Shire Council, The	3
	Lismore City Council	1
	Parramatta Council, City of	1
	Ryde, City of	1
	Shoalhaven City Council	6

SOCIAL POLICY/COMMUNITY SERVICES	Warrumbungle Shire Council	1
SOCIAL POLICY/COMMUNITY SERVICES Total		24
STRUCTURAL REFORM	Bayside Council	17
	Canterbury-Bankstown Council	7
	Central Coast Council	33
	Edward River Council	1
	Inner West Council	6
	Mid-Coast Council	2
	Northern Beaches Council	2
	Queanbeyan-Palerang Regional Council	1
	Snowy Valleys Council	5
	Tweed Shire Council	1
	Wingecarribee Shire Council	1
STRUCTURAL REFORM Total		76
Grand Total		2787

Office of Local Government - Council complaint statistics 2020-21

Complaints by Document Type	
Doc Type	Total
General Complaint - Decline	1263
General Complaint - Review / Preliminary Enquiries	159
Pecuniary Interest Allegation	50
Pecuniary Interest Complaint	1
Public Interest Disclosure	15
Political Donations	2
Misconduct Referral	50
Misconduct Investigations	3
Grand Total	1543

Complaints by Document Type (%)	
Doc Type	Total
General Complaint - Decline	81.9%
General Complaint - Review / Preliminary Enquiries	10.3%
Pecuniary Interest Allegation	3.2%
Pecuniary Interest Complaint	0.1%
Political Donations	0.1%
Public Interest Disclosure	1.0%
Misconduct Referral	3.2%
Misconduct Investigations	0.2%
Grand Total	100.0%

Matters that were subject of complaints 2020-21

