

From: [REDACTED]
To: [DLGSC Act Review](#)
Subject: Unable to challenge issues
Date: Sunday, 17 March 2019 4:34:22 PM

Hi,

I believe you are performing a review of the Local Government Act.

Please take this as a submission regarding the complaints process etc in relation to Local Government.

Regardless of the substance or not of a complaint I find it astonishing that this level of government has no requirement for showing the complaint process and avenues on their website or at all.

Also I believe the current structure of the LGA makes CEO and the staff in a Local Government effectively unaccountable to the electorate or the councillors and mayor. I'm unsure how this can be remedied but the current situation cannot stand. I find it amazing that the complaints processes are not shown by councils, including the ability to go the office of the WA ombudsman if ratepayers want an issue reviewed. For example, The City of Subiaco has no easily found (or any information at all!) about the ability of the ratepayers to use the WA ombudsman or even a complaints process.

I think this is because the staff of a local government are effectively unaccountable and not transparent in their dealings.

The Act should be brought into line with the obligations and requirements that exist for a WA State Government Agency in relation to complaints management and handling.

The requirement that councillors and mayors cannot reflect negatively on decisions of council makes it almost impossible for these elected representatives to do their role. Please remove this restriction. Robust debate is require along with transparency and accountability of decision making. Without it, there is significant risk of mal-administration and corruption.

Thanks

Jeremy Mowe
[REDACTED]

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