

Toowoomba Regional Council

Record of Written Complaints about Councillor Conduct or Performance

Introduction:

Section 177 (11) of the *Local Government Act 2009* provides that the chief executive officer must keep a record of written complaints* received about Councillor Conduct or Performance and the outcome of each written complaint, including any disciplinary or other action that was taken in relation to the complaint. Sub section (12) requires that the public may inspect the record:

- at the local government’s public office; or
- on the local government’s website.

This is the record of all complaints received since the Act was proclaimed into force:

Date	Details of Complaint	Category (inappropriate conduct, misconduct, official misconduct)	Referral (Mayor / DIP / CMC)	Notice Given (refer s 177(9))	Outcome (including any disciplinary action taken)
27/09/2010	Councillor Cahill breached the ‘Code of Conduct for Councillors’ by being disrespectful to a resident (turned off their mobile phone, refused to take a complaint, talked over the complainant and hung up on the complainant).	Inappropriate conduct.	Complaint referred to Mayor.	05/11/2010	Mayor determined that the complaint was not substantiated, having regard to available evidence.

*Complaints that are assessed as being frivolous, having been made vexatiously, or made as a public interest disclosure within the meaning of the *Whistleblowers Protection Act 1994* are exempted from the requirement to be recorded.