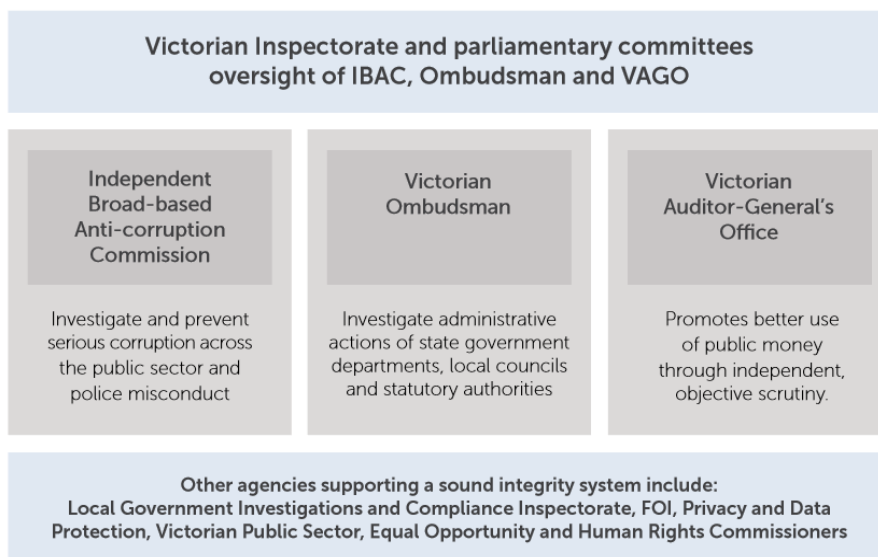


Writing a complaint about Council matters and getting the desired results is an art-form, capability developed through a long enduring period of many trial and errors.

One approach is to understand and apply each Council complaint system (which are lacking or missing in many Councils); the Local Government Inspectorate, the Victorian Ombudsman and the Independent Broad based Anti-corruption Commission (IBAC), and other parties in Victoria's integrity system:



Reproduced from VAGO Guide, [Safeguarding Integrity](#), Figure 2, Page 6

The Victorian Auditor General Office (VAGO) has released a [guide to the integrity system in Victoria](#) (called Safeguarding Integrity) which gives deeper insights into to recognise misconduct and corrupt conduct and know what to do about it. It is a guide worth reading, to enhance your complaint writing about any government agency, including local government.

One highlight is the definition of behaviours relating to maladministration, misconduct and corruption, summarized below:



Reproduced from VAGO Report, [Safeguarding Integrity](#), Figure 4, Page 16

Use this VAGO Guide in addition to the complaint guidelines given by the party you are lodging the complaint to.