An overview of the pathways for managing a complaint, allegation or disclosure – See the individual agency websites for detailed information

Someone makes a complaint or disclosure about a councillor, mayor, employee or the council

	Misconduct	Corrupt conduct	Maladministration	Financial waste or mismanagement
Council	**Office of the Independent Assessor (OIA)**	**Crime and Corruption Commission (CCC)**	**Queensland Ombudsman (QO)**	**Queensland Audit Office (QAO)**

The complaint, allegation or disclosure is assessed.

Council	Office of the Independent Assessor (OIA)	Crime and Corruption Commission (CCC)	Queensland Ombudsman (QO)	Queensland Audit Office (QAO)
Unsuitable meeting conduct – addressed by mayor or chair in real-time. Complaints about suspected misconduct or corrupt conduct may be managed by the Council Integrity Unit or Liaison Officer. Councillors, mayors and council staff may make a Public Interest Disclosure (PID). They also may receive information that may be a PID. CEO responsible for the council's PIDs. PIDs managed by PID coordinator and/or delegated PID managers.* Independent PID support officer allocated to disclosers, subject officers and/or witnesses.	The OIA only assesses complaints about the conduct of councillors. The OIA investigates misconduct matters, or cases of corrupt conduct if referred by the CCC. Complaints of misconduct may be referred to the Councillor Conduct Tribunal. If the OIA determines the complaint involves suspected corrupt conduct, it is referred to the CCC.	The CCC assesses complaints of corrupt conduct by councillors and council employees and investigates only the most serious and systemic matters. Complaints involving suspected misconduct or corrupt conduct by councillors may be disclosed and/or referred to the OIA. Complaints involving corrupt conduct by an employee may be referred to the council to deal with. The CCC can disclose information about suspected maladministration to the QO and about financial waste or mismanagement to the QAO.	The QO investigates complaints about administrative decisions and actions of local councils. If the QO determines the complaint involves suspected corrupt conduct, it is referred to the CCC. — The QO provides oversight and advice on public interest disclosures (PIDs). The QO does not manage individual PIDs for councils.	The QAO conducts annual financial audits of councils. Anyone can raise an issue about financial waste or mismanagement at a council which QAO may investigate as part of the annual audit. Significant findings may be included in a report to parliament. Suspected corrupt conduct is referred to the CCC.
	Office of the Independent Assessor	Crime and Corruption Commission Queensland	Queensland Ombudsman	Queensland Audit Office
	oia.qld.gov.au	ccc.qld.gov.au	ombudsman.qld.gov.au	qao.qld.gov.au

*Assessment from the CCC and Department of Local Government liaison officer may be required if the allegation and/or PID is complex and involves a senior member of the executive or non-elected officials.

Other departments and agencies supporting a sound integrity system include:

- Public Sector Commission
- Queensland Electoral Commission
- Office of the Information Commissioner Queensland
- Queensland Integrity Commissioner
- Queensland Human Rights Commission

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