

6 October 2008

Dear Resident

I am writing to inform you that I have commenced an investigation into the circumstances surrounding leaking methane gas in the area of Brookland Greens Estate.

As an independent officer of the Victorian Parliament, I investigate impartially the administrative actions of Victorian government departments, statutory authorities and municipal councils, including their interface with private companies. I then make recommendations to relevant bodies where I conclude action is required.

When conducting a formal investigation, I have powers similar to those of a Royal Commissioner. I have the power to summons witnesses and interview under oath any person who I believe may have relevant information, including private individuals. I may also compel the production of documents and other records.

The Ombudsman Act requires me to conduct investigations in private which ensures the evidence which I receive is treated confidentially.

At the conclusion of the investigation, a report may be tabled in parliament and made public when I deem it in the public interest to do so. Therefore, information on the progress of my investigation will not be available until my activities are complete. The duration of the investigation will depend on the volume and complexity of the information to be analysed.

To view my previous investigation reports or to find out more about my role and powers, you may visit my website at <www.ombudsman.vic.gov.au>. My previous reports will illustrate the diversity and complexity of matters which I have previously investigated; my investigative methods; and the types of remedies and improvements which have resulted.

As in all cases, if you have complaints about the current or recent actions of any public body, statutory authority or municipal council, you should in the first instance direct your complaint to the body concerned. If you are not satisfied with that agency's handling of your complaint, you may contact my office on 9613 6222 or toll free on 1800 806 314.

I also encourage you to contact my office directly if you believe you have information relevant to my investigation.

Yours sincerely



John R Taylor
Acting Ombudsman