

APPENDIX

Complaints lodged with Council – 1 July 2022 to 30 September 2022

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 July 2022 to 30 September 2022. This information excludes complaints managed outside of this policy.

Complaints are analysed to identify trends and potential issues, for the purpose of improving administration and delivery of services relating to the complaints.

Service Type	
Rates	1
Works Department	7
Roads & Stormwater	3
Waste Services	197
Compliance	3

Issue Type – Category of complaint on lodgement	
Delay in responding to customer	4
Quality of service provided	3
Damage to private property	3
Policy or decision made by Council or Council staff	1
Quality of action taken	4
Reputational risk	2
Delay in taking an action	4
Lack of communication / consultation	3
Council contractor action / behaviour / service	1
Missed bin collections (approximately 289,000 collections/quarter)	197

Investigation Type – How the complaint was dealt with	
Tier 1 - Resolved at first point of contact	205
Tier 2 - Required further investigation	6
Tier 3 - Internal review of the complaint decision requested	2

Outcome of the complaint and/or internal review	
Acknowledgement and apology for an error	4
Explanation of a decision or action or intention	6
Repair / rework / replacement / refund	2
Counselling, disciplining, discussion and/or training of staff	1
Contractor	2
Missed bin collections – resolved	197
Other	1
Internal review - Original resolution was upheld	2

Service Improvements – How can the issue be avoided in the future	
Process, program or service review identified	1
After analysis of the complaint data for the quarter, a commitment has been made to review the communication process regarding service requests submitted to Council.	