

APPENDIX

Complaints lodged with Council – 1 January 2023 to 31 March 2023

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 January 2023 to 31 March 2023. 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.

Number of complaints received (including missed waste collections)	
Total	232

Service Type	
Asset Management	2
Compliance	1
Corporate Risk	1
Customer Services	1
Development Services	7
Finance	1
Information Services	1
Information Technology	1
Kingston Park	2
Other	1
Projects	1
Property & Urban Design	2
Roads & Stormwater	4
Waste Services	5
Works Department	12

Issue Type - Category of complaint on lodgement	
Breach of legislation & policy by Council officer	1
Council assets and infrastructure	3
Council contractor action / behaviour / service	4
Council procedure / process	4
Council vehicles	1
Damage to private property	3
Delay in delivering a service	5
Delay in responding to a customer	2
Delay in taking an action	4
Development processes	2
Lack of communication / consultation	5
Missed bin collections (approx. 289,000 collections/quarter)	192
Negative Council officer interaction	3
Quality of action taken	7
Quality of service provided	7
Reputational risk	1
Request for service, not a complaint	1
Staff conduct - non serious	1

Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	199
Tier 2 - required further investigation	31
Tier 3 - internal review of the complaint decision requested	-
Tier 4 - external review of the complaint decision requested	2

Outcome of the complaint and/or internal review	
Acknowledgement and apology provided	13
Change to policy or procedure	1
Complaint / investigation not yet finalised	1
Complaint not substantiated	7
Contractor	1
Counselling, disciplining, discussion and/or training of staff	4
Explanation of a decision or action or intention	28
Missed bin collections - resolved	192
Repair / rework / replacement / refund	5
Request for service, not a complaint	1
Suggestion / feedback, not a complaint	1

Service Improvements - How can the issue be avoided in the future	
Internal review and discussion of communication processes identified	1
Internal review and discussion of the call-out procedure identified	1
Additional monitoring measures introduced to streaming process of Council meetings	1