

APPENDIX

Complaints lodged with Council – 1 April 2023 to 30 June 2023

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 April 2023 to 30 June 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	247

Service Type	
Asset Management	1
Communications	1
Compliance	3
Finance	1
Projects	1
Turf Maintenance	1
Waste Services	230
Works Department	9

Issue Type - Category of complaint on lodgement	
Cost of services and fees	1
Council contractor action / behaviour / service	2
Damage to private property	2
Delay in responding to a customer	1
Delay in taking an action	4
Development processes	1
Lack of action taken	2
Lack of consultation / communication	1
Missed bin collections (approx. 289,000 collections/quarter)	229
Other	2
Quality of action taken	3
Quality of decision made	1
Quality of service provided	4
Reputational risk	1

Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	234
Tier 2 - required further investigation	13
Tier 3 - internal review of the complaint decision requested	-
Tier 4 - external review of the complaint decision requested	-

Outcome of the complaint and/or internal review	
Acknowledgement and/or apology provided	6
Complaint / investigation not yet finalised	1
Complaint not substantiated	1
Contractor	1
Explanation of a decision or action or intention	12
Missed bin collections - resolved	229
Repair / rework / replacement / refund	2
Suggestion / feedback, not a complaint	1

Service Improvements - How can the issue be avoided in the future	
Internal review and discussion of communication response processes	1
Internal review and discussion of system-generated correspondence identified, including officer training in relation to general overview of this process	1
Internal review and discussion of promotional material used by Council	1