

## APPENDIX

### Complaints lodged with Council – 1 July 2023 to 30 September 2023

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

Service Type	
Environmental Services	2
Development Services	1
Works Department	7
Roads & Stormwater	2
Waste Services	201
Property & Urban Design	2
Kingborough Sports Centre	1
Governance	1
Compliance	2
Total	219
Issue Type - Category of complaint on lodgement	
Quality of action taken	1
Quality of decision made	2
Quality of service provided	1
Delay in taking an action	1
Delay in responding to a customer	4
Lack of communication / consultation	2
Lack of action taken	5
Program / event complaint	1
Council assets and infrastructure	1
Council procedure / process	1
Missed bin collections (approx. 330,000 collections/quarter)	182
Staff conduct – non serious	2
Breach of legislation & policy by Council officer (KPI 5)	1
Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	210
Tier 2 - required further investigation	8
Tier 3 - internal review of the complaint decision requested	1
Tier 4 - external review of the complaint decision requested	-
Outcome of the complaint	
Acknowledgement and/or apology provided	7
Explanation of a decision or action or intention	16
Request for service, not a complaint	1
Missed bin collections (approx. 330,000 collections/quarter)	182
Complaint / investigation not yet finalised	1
Complaint not substantiated	2

**Outcome of internal review**

Original resolution was upheld	1
Original resolution was partially upheld	-
Original resolution was not upheld	-

**Service Improvements - How can the issue be avoided in the future**

Process, program or service review identified: Council to undertake regular inspections of Council-managed halls for cleanliness.	1
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**Service Delivery Compliments / Expressions of Appreciation**

19