APPENDIX

Complaints lodged with Council – 1 October 2023 to 31 December 2023

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

Asset Management 2 Community Services 1 Compliance 3 Development Services 1 Environmental Services 1 Property & Urban Design 4 Rates 1 Roads & Stormwater 3 Waste Services 172 Works Department 4 Total 192 Issue Type - Category of complaint on lodgement Cost of services and fees 1 Council contractor action / behaviour / service 1 Council procedure / process 1 Council procedure / process 1 Delay in responding to a customer 2 Lack of action taken 2 Lack of communication / consultation 5 Program / event complaint 1 Quality of action taken 4 Quality of decision made 3 Quality of decision made 3 Quality of service provided 3 Staff conduct – non serious 1 Investigation Type - How the complaint was deal	Community Services1Compliance3Development Services1Environmental Services1Property & Urban Design4Rates1Roads & Stormwater3Waste Services172Works Department4Total192Issue Type - Category of complaint on lodgementCost of services and fees1Council contractor action / behaviour / service1Council procedure / process1Delay in responding to a customer2Lack of action taken2Lack of communication / consultation5Program / event complaint1Quality of action taken3Quality of decision made3Quality of service provided3Staff conduct – non serious1Investigation Type - How the complaint was dealt with1Tier 1 - resolved at first point of contact171Tier 2 - required further investigation21Tier 3 - internal review of the complaint decision requested-Tier 4 - external review of the complaint decision requested-Outcome of the complaint1Acknowledgement and/or apology provided1Explanation of a decision or action or intention18Missed bin collections (approx. 330,000 collections/quarter)171Other1	Service Type	
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Investigation Type - How the complaint was dealt with Tier 1 - resolved at first point of contact Tier 2 - required further investigation Tier 3 - internal review of the complaint decision requested Tier 4 - external review of the complaint decision requested - Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other	Investigation Type - How the complaint was dealt with Tier 1 - resolved at first point of contact Tier 2 - required further investigation Tier 3 - internal review of the complaint decision requested - Tier 4 - external review of the complaint decision requested Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other Repair / rework / replacement / refund	Quality of service provided	3
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Tier 2 - required further investigation 21 Tier 3 - internal review of the complaint decision requested - Tier 4 - external review of the complaint decision requested - Outcome of the complaint Acknowledgement and/or apology provided 1 Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other	Tier 2 - required further investigation Tier 3 - internal review of the complaint decision requested Tier 4 - external review of the complaint decision requested Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other Repair / rework / replacement / refund 21 22	Investigation Type - How the complaint was dealt with	
Tier 3 - internal review of the complaint decision requested Tier 4 - external review of the complaint decision requested - Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other 1	Tier 3 - internal review of the complaint decision requested Tier 4 - external review of the complaint decision requested Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other Repair / rework / replacement / refund	Tier 1 - resolved at first point of contact	171
Tier 4 - external review of the complaint decision requested Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other 1	Tier 4 - external review of the complaint decision requested Outcome of the complaint Acknowledgement and/or apology provided Explanation of a decision or action or intention Missed bin collections (approx. 330,000 collections/quarter) Other Repair / rework / replacement / refund	Tier 2 - required further investigation	21
Outcome of the complaintAcknowledgement and/or apology provided1Explanation of a decision or action or intention18Missed bin collections (approx. 330,000 collections/quarter)171Other1	Outcome of the complaint Acknowledgement and/or apology provided 1 Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1 Repair / rework / replacement / refund 2	Tier 3 - internal review of the complaint decision requested	-
Acknowledgement and/or apology provided 1 Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1	Acknowledgement and/or apology provided 1 Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1 Repair / rework / replacement / refund 2	Tier 4 - external review of the complaint decision requested	-
Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1	Explanation of a decision or action or intention 18 Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1 Repair / rework / replacement / refund 2	Outcome of the complaint	
Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1	Missed bin collections (approx. 330,000 collections/quarter) 171 Other 1 Repair / rework / replacement / refund 2	Acknowledgement and/or apology provided	1
Other 1	Other 1 Repair / rework / replacement / refund 2	Explanation of a decision or action or intention	18
	Repair / rework / replacement / refund 2	Missed bin collections (approx. 330,000 collections/quarter)	171
Repair / rework / replacement / refund 2		Other	1
	Suggestion / feedback, not a complaint 1	Repair / rework / replacement / refund	2
Suggestion / feedback, not a complaint 1		Suggestion / feedback, not a complaint	1

Outcome of internal review	
Original resolution was upheld	-
Original resolution was partially upheld	-
Original resolution was not upheld	-
Service Improvements - How the issue can be avoided in the future	
Process, program or service review identified: Officer training/coaching regarding	
communication standards and response times.	
Service Delivery Compliments / Expressions of Appreciation	14