

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.

Service Type	
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
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 interaction	1
Quality of service provided	3
Staff conduct – non serious	1
Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	171
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	1
Repair / rework / replacement / refund	2
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

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