

APPENDIX

Complaints lodged with Council – 1 January 2024 to 31 March 2024

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 January 2024 to 31 March 2024. 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	1
Development Services	3
Community Services	2
Works Department	10
Waste Services	194
Property & Urban Design	2
Total	212

Issue Type - Category of complaint on lodgement	
Council assets and infrastructure	2
Council contractor action / behaviour / service	3
Council procedure / process	1
Delay in taking an action	3
Kerbside collection service	4
Lack of action taken	2
Lack of communication / consultation	5
Missed bin collections (approx. 330,000 collections/quarter)	190
Policy or decision made by Council, Council staff or a Council contractor	1
Program / event complaint	1
Quality of action taken	3
Quality of decision made	2
Quality of interaction	2
Quality of service provided	4
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	203
Tier 2 - required further investigation	9
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	5
Explanation of a decision or action or intention	21
Missed bin collections (approx. 330,000 collections/quarter)	190
Repair / rework / replacement / refund	1
Counselling, disciplining, discussion and/or training of staff	2
Complaint not substantiated	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	-
Service Delivery Compliments / Expressions of Appreciation	11