

APPENDIX

Complaints lodged with Council – 1 October 2024 to 31 December 2024

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 October 2024 to 31 December 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	
Compliance	6
Development Services	6
Projects	3
Roads & Stormwater	3
Waste Services	167
Works Department	8
Total	193

Issue Type - Category of complaint on lodgement	
Cost of services and fees	2
Council procedure / process	5
Delay in delivering a service	1
Delay in responding to a customer	8
Delay in taking an action	2
Lack of action taken	6
Lack of communication / consultation	3
Missed bin collections (approx. 330,000 collections/quarter)	167
Quality of action taken	4
Quality of decision made	1
Quality of interaction	1
Quality of service provided	5
Staff conduct - non serious	2

Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact (including missed bin collections)	182
Tier 2 - required further investigation	11
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	10
Change to policy or procedure	1
Complaint not substantiated	1
Complaint / investigation not yet finalised	3
Explanation of a decision or action or intention	16
Missed bin collections (approx. 330,000 collections/quarter)	167
Other	4
Request for service, 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: Internal review and discussion regarding communication standards and response times (ongoing).

Process, program or service review identified: Review and discussion of the Summerleas Road Underpass Project to determine how it could have been better delivered (ongoing).

Process, program or service review identified: A continued focus on provision of good information and support through the assessment process (ongoing).

Service Delivery Compliments / Expressions of Appreciation

13