

APPENDIX

Complaints lodged with Council – 1 April 2024 to 30 June 2024

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 April 2024 to 30 June 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	
Community Services	1
Compliance	2
Roads & Stormwater	6
Transform Kingston	1
Waste Services	177
Works Department	8
Total	195

Issue Type - Category of complaint on lodgement	
Cost of services and fees	1
Council assets and infrastructure	7
Council contractor action / behaviour / service	2
Council officer action / behaviour / service	3
Council procedure / process	1
Damage to private property	2
Delay in delivering a service	1
Delay in responding to a customer	1
Lack of action taken	3
Lack of communication / consultation	6
Missed bin collections (approx. 330,000 collections/quarter)	175
Policy or decision made by Council, Council staff or a Council contractor	1
Quality of action taken	6
Quality of decision made	2
Quality of interaction	2
Reputational risk	1

Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	186
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	13
Missed bin collections (approx. 330,000 collections/quarter)	175
Repair / rework / replacement / refund	2
Request for service, not a complaint	1
Counselling, disciplining, discussion and/or training of staff	2

Complaint / investigation not yet finalised 3

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 1

Process, program or service review identified: Internal review and discussion regarding communication standards and response times.

Service Delivery Compliments / Expressions of Appreciation 8