

APPENDIX

Complaints lodged with Council – 1 July 2024 to 30 September 2024

In accordance with *Policy No. 1.20 Complaints Management Policy*, the following summarises the complaints lodged with Council during the period 1 July 2024 to 30 September 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	7
Customer Service	1
Development Services	8
Environmental Services	1
Governance / Legal	1
Projects	5
Property & Urban Design	1
Roads & Stormwater	2
Waste Services	198
Works Department	5
Total	229

Issue Type - Category of complaint on lodgement	
Cost of services and fees	4
Council contractor action / behaviour / service	4
Council officer action / behaviour / service	4
Council procedure / process	3
Delay in delivering a service	6
Delay in responding to a customer	5
Delay in taking an action	2
Lack of action taken	4
Lack of communication / consultation	2
Missed bin collections (approx. 330,000 collections/quarter)	196
Quality of action taken	5
Quality of decision made	2
Quality of interaction	1
Quality of service provided	3
Reputational risk	2

Investigation Type - How the complaint was dealt with	
Tier 1 - resolved at first point of contact	208
Tier 2 - required further investigation	18
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	15
Explanation of a decision or action or intention	26
Missed bin collections (approx. 330,000 collections/quarter)	196

Insufficient or incomplete data received/collected	1
Complaint not substantiated	3
Other	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

Process, program or service review identified: Internal review and discussion of our processes to ensure our communication protocols during planning appeals are correct and accessible to community members who are seeking clarification.

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

Process, program or service review identified: Internal review and discussion of our communication methods in relation to compliance matters.

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

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