

2018/2019 Complaints

Of the total nineteen (19) complaints received during the 2018/19 financial year, seventeen (17) have been addressed and closed, as summarised below:

	Complaint Summary	Response Summary
1	Complaint about rates being used to fund Caravan park upkeep which earn an income & Complaint regarding lack of response to previous complaint.	Response provided confirming significant income Council caravan parks contribute to Council revenue.
2	Complaint regarding lack of response to address overgrown vegetation and dead Trees.	Response provided confirming matter would be dealt with as soon as resources available.
3	Complaint regarding unauthorised access to property for development inspection.	Response provided confirming the Development Act 1993 legally allowed the Authorised Officer to enter and inspect property.
4	Complaint regarding lack of response to request for copy of rates notice.	Response explaining timeframes and enclosing a copy of the rates notice.
5	Complaint regarding lack of response to request to address rough non-slip surface on tidal pool steps.	Response provided and advised would investigate if non-slip surface could be modified.
6	Complaint regarding lack of response or action regarding trucks using main road instead of the designated route.	Response provided confirming that a formalised route did not exist in the area and Council were meeting its obligations.
7	Complaint about the nature of staff member development advice.	Response provided requesting further information.
8	Complaint regarding lack of Communication about Green Bin change over collection Confusion.	Response provided confirming location of updated information.
9	Complaint regarding lack of communication and consultation about footpath paving process and proposed property damage.	Response provided and met on site to work through concerns.
10	Complaint regarding Council's failure to ensure development conditions are adhered to.	Response provided to advise Council were addressing the non-compliance.
11	Complaint regarding lack of Communication about Green Bin change over collection Confusion.	Response provided confirming would consider process improvement in the future.
12	Complaint regarding lack of response to request for update about traffic signs and tidal Inundation.	Response provided clarifying traffic sign position and that further information would be provided about tidal matters.
13	Complaint regarding Council's failure to seek permission to utilise private property for Council plant.	Response provided by phone.
14	Complaint regarding lack of Communication about Green Bin change over collection Confusion.	Response provided confirming location of updated information and that old bin would be emptied at the next collection.
15	Complaint regarding damaged rubbish bin lids.	Response provided advising to contact Council contractor who would address.
16	Complaint regarding Council contractor's lack of response to request to address damaged rubbish bin lids.	Council followed up with contractor, requesting that the broken lids be addressed urgently.

17	Complaint regarding lack of response to Financial Assistance and Support for Harvest Corner.	Response provided confirming that a Council decision was required and a debate report had been included in the agenda for the next Council meeting. Confirmation of council decision provided.
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Council staff are currently working towards finalising the agreed actions in both cases for the remaining two complaints:

1	Complaint regarding stormwater infrastructure running through property.	Council resolved to remove infrastructure and reinstate property.
2	Complaint regarding land transfer process.	Response provided clarifying situation and correct documents arranged through conveyancer.

Further information about submitting a complaint can be found under the 'Complaints' tab on the home page of Council's website or from any Council office.