

2019/2020 Complaints

Council is committed to continually improving the service it provides and all feedback received is considered a mechanism for collecting information on Council's performance in the eyes of the community. Complaints are managed in accordance with our Complaints Policy (PO147) and is available on Council's website www.yorke.sa.gov.au.

During the 2019/20 financial year, 72 complaints were received, 70 have been addressed and closed.

	Complaint Summary	Response Summary
1	Lack of response to request waiver of expiation.	Response provided addressing specific circumstances.
2	Lack of response to invoice complaint.	Credit note issued.
3	General experience of hosting an event in a Council hall and incorrectly issued cheque.	Response provided regarding hall management process and cheque reissued.
4	Development Application Approval Timeframe.	Further information about the requirements necessary for approval and an apology provided.
5	Handrail installed contrary to requested and two disabled car parks not yet installed.	Response provided confirming hand rail rectified and carpark line marked.
6	Ongoing flooding issues.	Response provided confirming grant received and works scheduled.
7	Condition of road.	Response provided confirming road classified and managed as a Low Use Sheeted – Unsealed Road and maintenance schedule.
8	Ongoing request to have increased road maintenance.	Response provided explaining that the frequency of maintenance is determined based on the classification within Council's Transport Asset Management Plan.
9	Lack of response to clear drain.	Confirmed drain cleared out a couple of days after initial request then attended on site to discuss.

10	Reoccurring incorrect invoice issued.	Response provided confirming working with supplier to address issue.
11	Lack of response to request for refund.	Response provided and refund issued.
12	Bright light causing a nuisance.	Confirmed the light is LED and meets Australian Standards. Offer extended to place a cover over the light at a cost to customer.
13	Ongoing flooding issues.	Attended on site meeting and works undertaken.
14	Registration fee for non-microchipped dog.	Response provided explaining applicable fee.
15	Condition road and Yorke Peninsula Council roads in general.	Discussed Council's transport asset management plan classifications and grading schedules.
16	Tree trimming method.	Attended on site and explained tree trimming methods.
17	Overspray onto property.	Response provided confirming will include in "no spray" listing.
18	Lack of response to email.	Apologised for delay and response provided.
19	Lack of response to request for weed control.	Confirmed response had been sent to initial complaint and weeds sprayed.
20	Lack of response to request for weed spraying.	Response provided confirming an email acknowledging the request had been sent and weeds had been sprayed.
21	Lack of response to request for road maintenance.	Response provided confirming road had been graded and rolled.
22	General maintenance of Port Rickaby township.	Site inspection undertaken and responses to specific issues provided.
23	Council rates invoice not received.	Response provided confirming updated address.

24	Invoice sent to incorrect person.	Response provided confirming Council records have been rectified.
25	Council rates invoice not received and lack of response.	Response provided confirming an issue with inbox size.
26	Lack of action - unsightly property and driveway crossover.	Response provided confirming that appropriate action had been taken to address unsightly property. Driveway crossover works completed.
27	Tripping hazard and length of time to complete rectification works.	Works completed addressing hazard.
28	Lack of response for request to clarify invoice.	Response provided clarifying invoice and fees.
29	Lack of response to oil spill.	Response provided advising site inspection undertaken and that oil spill had been cleaned up.
30	Condition of town hall.	Response provided and issues addressed.
31	Lack of response to water usage query.	Response provided and credit issued.
32	Fire hazard and condition of Wool Bay in general.	Response provided confirming working with local progress association on some of the issues and addressed fire related issues.
33	Road Condition.	Contacted customer to discuss grading schedule and road graded shortly after.
34	Frequency bins being emptied and bin smell.	Response provided unable to increase frequency bins are emptied and offered further suggestions.
35	Cleanliness of Town Hall.	Response provided requesting bookings be made via Council so that cleaning can be scheduled before and after functions.
36	Failure to address waste bin collection.	Clarified that bins must be Council issued bins to be collected.

37	Safety issues at Balgowan Boat Ramp	Response provided confirming boats being tied to wooden fenders instead of the stainless steel cleats are causing the damage and that Council repairs any damage reported as soon as possible. Considering a change of design when time and resources allow.
38	Delay in development approval.	Meeting held to address issues.
39	Dissatisfaction with prescribed burn.	Site meeting held and future management strategies identified.
40	Lack of response relating to water charges relating to leak.	Response provided addressing specific circumstances.
41	Impacts of prescribed burn off.	Response provided explaining reasons and controls.
42	Footpath left obstructed following Council works.	Remedial works undertaken.
43	Condition of road.	Discussed issues and road graded.
44	Stormwater spoon drain construction inadequate.	Site inspection undertaken and rectification works completed by contractor.
45	Lack of response regarding condition of toilets.	Receptionist confirmed request would be passed on for consideration.
46	Lack of response to road maintenance request.	Response explaining maintenance schedule provided.
47	Discount not applied to annual caravan park site licence during COVID19.	Response provided confirming reasons why.
48	Lack of maintenance in various township areas.	Response provided to advise would attend on site to consider and address issues as best as possible.
49	Stormwater flooding issues.	Attended on site and works undertaken.

50	Damage to property during roadworks.	Attended on site and works undertaken.
51	Ongoing stormwater flooding issues and lack of action.	Response provided. Temporary works undertaken and designs sought for permanent solution.
52	Ongoing stormwater flooding issues and lack of action.	On site meeting undertaken. Discussed draft project plans and exploring budget options.
53	Failure to give notice of mulch spreading and health concerns.	Response and apology provided.
54	State of toilets.	Response provided confirming toilets cleaned daily and issues with theft and vandalism.
55	Road condition and request for sealing.	On site meeting to discuss potholes. Repaired and road graded.
56	Parking ticket alleged to have caused damage to vehicle and request for withdrawal.	Response provided. Unable to withdraw parking ticket.
57	Condition of Ardrossan and Port Victoria Boat Ramps.	Response provided confirming current maintenance strategies. Site inspection undertaken to consider if possible further action.
58	Lack of response to vegetation removal request.	Met customer on site and works undertaken.
59	Concerns regarding alleged water seepage from the treated effluent storage dam.	Response provided confirming investigations are continuing into the dam lining and independent advice is being sought for potential upgrade options. Unable to give timeframe for solution.
60	Lack of response for sandpit area clean up.	Works undertaken.
61	Failure to address parking complaint.	Response provided and yellow line created to address issue.

62	Length of time taken to approve development application for shed and further development application and fees required to extend existing shed.	Legislative requirements and timeframes explained to customer and Ombudsman SA.
63	Validity of Local Government in Australia.	Response provided explaining legitimacy of Local Government in South Australia.
64	Ongoing boat ramp safety issues.	Responses provided confirming surveys undertaken and report presented to Coast Protection Board for review and feedback. Meeting with stakeholders and presentation to Council scheduled.
65	Lack of Bins and rubbish issues at campsite.	Response provided regarding strategies Council have in place to address rubbish at campsites.
66	Failure to advise of road closure.	Apologised for oversight in notification.
67	Ongoing dissatisfaction with road condition.	Response provided confirming road classification, grading schedule and capital works request had been recently declined by Council. CEO attended on site. Capital works budget subsequently approved 2020/2021 budget.
68	Council and Council Assessment Panel administrative processes for development application.	CEO undertook investigation into all matters raised and responses provided to all issues raised.
69	New waste and Recycling Bins seem unnecessary and wasteful.	Explained bins are past expected life and old bins are recycled into new bins.
70	Failure to give notice that Point Turton Jetty was closed for Repairs.	Apology for oversight provided.

Council are currently working towards resolving a further two, ongoing complaints:

1	Difficulty obtaining correct paperwork for proposed land division, additional land required to accommodate road upgrade, access to unmade Council road and neighbour permit for unmade Council road.	Updated paperwork provided and access to unmade Council road facilitated - all issues ongoing.
2	Bright light causing a nuisance.	Discussions regarding solutions ongoing.