

## 8.6. Customer Feedback and Complaints Report January 2022 - June 2022

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**ENDORSED BY:** Shane Sullivan, Executive Manager Governance

**ATTACHMENTS:** Nil

### **PURPOSE:**

To provide a summary of the complaints and compliments received during the period 1 January to 30 June 2022.

### **EXECUTIVE SUMMARY:**

This report is provided to Council every six months. It compares the number of complaints to the total number of customer contacts for the period 1 January to 30 June 2022, summarised below:

total number of customer contacts	32,428
number of compliments	62
number of complaints	6 Of these 2 (33%) were considered justified/partially justified

### **FINANCIAL IMPLICATIONS:**

There are no direct financial implications relating to this report.

### **RECOMMENDATION:**

**1. THAT** the Customer Feedback and Complaints Report: 1 January to 30 June 2022 be received.

## LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

### 5. Our Civic Leadership

#### 5.2 Strong civic leadership and customer focussed services

## BACKGROUND

Council's *Complaints Handling Policy* requires that a report be provided to Council detailing the registered complaints received biannually.

This biannual report summarises the complaints/compliments received by Council and recent trends in the number and type of complaints. It highlights areas where improvements to customer service may be required along with other customer feedback and consultation results.

## CONSULTATION REQUIREMENTS

Community engagement is not required.

## DETAIL

This report contains a summary of complaints and compliments received over the period 1 January to 30 June 2022.

### 1. Contacts with Council

During this period, (incoming) contacts with Council totalled 32,428 (Table 1), compared with 29,651 for the period 1 July to 31 December 2021.

<b>Table 1: Contacts with Council</b>	<b>1 Jan to 30 June 2021 Same period last year</b>	<b>1 Jul to 31 Dec 2021 Previous period</b>	<b>1 Jan to 30 June 2022 This period</b>
Requests for Service (letter, email, fax)	24,800	19,771	21,254
Depot	5,604	5,005	5,449
Library	5,682	4,800	5,725
Complaints	26	7	6
Compliments	98	67	62
<b>Total</b>	<b>36,210</b>	<b>29,651</b>	<b>32,428</b>

## **2. Complaints**

Complaints received from residents and other members of the public are treated with utmost seriousness. Council's objective is to handle complaints in a professional, respectful and timely manner to resolve the issues raised by complainants and where possible, to avoid a repeat of a similar incident.

Complaints are defined as an expression of dissatisfaction with Council's policies, procedures, charges, staff, agents or quality of service. Complaints relate to a specific incident or issue involving Council or to matters of a more philosophical, general nature regarding Council's processes and/or procedures.

Trends in the number and type of complaints received and complaints handling are registered and assessed biannually by each Director. Reports provide the following information about each complaint:

- the outcome of each investigation;
- action taken to address the complainant's issues;
- feedback from the complainant where possible, as to satisfactory resolution of the complaint or otherwise;
- whether the complaint was justified; and
- recommendations or actions taken to improve service.

Code of Conduct complaints and Public Interest Disclosures are not included in this report. Nor are requests for Privacy Internal Review, Government Information (Public Access) Act Internal review.

### **2.1 Complaints Received**

Council received six complaints during the period 1 January to 30 June 2022. Two of the complaints were considered justified or partially justified. The two complaints in general terms related to:

1. Council's Environmental and Building Compliance Department proposed changes to the Annual Fire Safety Statement online lodgement process only allows for credit card payments. Complainant requires other forms of online payment such as B-pay should be made available in line with "other councils".
2. Noise from rubbish collection in St Leonards residential area. Referred to contractor.

A complaint is deemed justified when the investigation has shown the complaint to be valid and that it occurred under Council's area of control/responsibility. There were four complaints that were deemed unjustified following investigation, there was no evidence to suggest the officer in each case was undertaking their role against protocol. In two cases there was a witness from Council present to verify this.

The decision whether a complaint is justified or unjustified/unsubstantiated is confirmed by the responsible Director. Complaints received were classified as follows:

<b>Classification</b>	<b>No. Complaints</b>	<b>No. Justified</b>
Level of program/service	1	1
Inadequate information	-	-
Staff behaviour	2	-
Compliance issue	2	1
Lack or delay in service provision	-	-
Inadequate/no response to previous complaint	-	-
Council policy	-	-
Other	1	-
<b>Total</b>	<b>6</b>	<b>2</b>

Compared to the previous report to Council in February 2022, justified and partially justified complaints have reduced from four to two and have also declined versus the same period last year from 15 to two.

Where a Division has complaints, the Director is sent a report highlighting these complaints to improve customer service.

## **2.2 Complaint Resolution**

In accordance with Council's *Complaints Handling Policy*, a complaint must be resolved within 10 working days of being received. It is noted that the policy is undergoing a periodic review and that changes may be made to the content of future report.

Directors have discretion in the recommendations they make but must ensure that appropriate action is taken to reduce the likelihood of further complaints being received on the same issue.

Two (33%) of all the complaints received during this period (including those unjustified) were resolved within 10 working days. This compares to a total of 57% of all the complaints resolved within 10 working days over the 1 June to 31 December 2021 period.

No complaints received remain unresolved and there are no major trends or issues that require specific attention.

## **3. Compliments**

Council reviews the compliments received to identify areas of good/better/best practice.

Council received 62 compliments for the period. This is significantly more than the number of complaints.