

10.5. Customer Feedback and Complaints: January - June 2023

AUTHOR	Anna Warren, Corporate Planning Coordinator, and Jenny Gleeson, Manager Corporate Planning and Engagement
ENDORSED BY	Luke Harvey, Director Corporate Support
ATTACHMENTS	Nil
CSP LINK	5. Our Civic Leadership 5.2 Strong civic leadership and customer focussed services

PURPOSE:

The purpose of this report is to provide a report of complaints and compliments received by Council during the period 1 January to 30 June 2023.

EXECUTIVE SUMMARY:

- In accordance with Council's *Complaints Handling Policy*, a report comparing the number of complaints to the total number of customer contacts is provided to the Council every six months for information.
- The total number of customer contacts for the period 1 January to 30 June 2023 was 41,640, with 59 compliments and 17 complaints recorded. This is an increase in total customer contacts on the prior period, and the same period last year, due largely to an increase in Stanton Library contacts.
- The data is extracted from Council's electronic records system, from the complaints and compliments/appreciation letters subjects respectively.

RECOMMENDATION:

1. **THAT** the Customer Feedback and Complaints Report January - June 2023 be received.

Background

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

This six-monthly report summarises the complaints and compliments received by Council, trends in the numbers, and the type of complaints. The latter information is provided to the Executive Leadership Team to highlight areas where improvements to customer service and/or complaints handling may be required.

Report

This report contains a summary of the complaints and compliments received over the period 1 January to 30 June 2023.

1. Contacts with Council

During this period, (incoming) contacts with Council totaled 41,640, compared with 36,591 for the period 1 July to 31 December 2022.

Contacts with Council	1 Jan to 30 Jun 2022 Previous period	1 Jul to 31 Dec 2022 Previous period	1 Jan to 30 Jun 2023 This period
Requests for Service (letter, email, fax)	21,254	22,669	22,507
Depot	5,449	4,916	4,890
Library	5,725	8,890	14,167
Complaints	6	22	17
Compliments	62	93	59
Total	32,428	36,591	41,640

2. Complaints

Complaints received from residents and other members of the public are treated with the utmost seriousness. In accordance with the *Complaints Handling Policy*, Council handles 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 the Executive Leadership Team, including 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, and Government Information (Public Access) Act Internal review.

2.1 Complaints Received

Council received 17 complaints during the period 1 January to 30 June 2023. 12 of the 17 complaints were considered justified or partially justified, as determined by the responsible Director.

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. This definition is based on previous complaints reports and to maintain consistency.

The 12 justified or partially justified complaints in general terms related to:

1. level or delays in service provision; or
2. resulting out of compliance issues.

The following table lists the number of complaints justified or partially justified, by Division:

Division	Complaints justified or partially justified
Community Planning & Environment	4
Corporate Support	3
Open Space & Infrastructure	5
General Manager’s Office	0
TOTAL	12

Complaints received were classified as follows:

Classification	No. Complaints	No. Justified/ Partially Justified
Level of program/service	4	3
Inadequate information	1	1
Staff behaviour	2	1
Compliance issue	5	2
Lack or delay in service provision	3	3
Inadequate/no response to previous complaint	2	2
Council policy	0	0
Other	0	0
Total	17	12

Compared to the previous report to in March 2023, justified and partially justified complaints have remained the same at 12.

2.2 Complaint Resolution

In accordance with Council's *Complaints Handling Policy*, a complaint must be resolved within 15 working days of being received, except where further information is expected to be received to inform the investigation. Should this happen, the complainant needs to be advised of the progress of the investigation.

70.5% (12) of all complaints received during this period (including those unjustified) were resolved within 15 working days. This compares to a total of 68% of all complaints resolved within 15 working days over the prior period 1 July to 31 December 2022.

There were several complaints regarding New Year Eve celebrations, a large event with many challenges.

Two complaints remained unresolved as of 30 June 2023.

3. Compliments

Council received 59 compliments for the period 1 January to 30 June 2023.

Like complaints, all compliments received are analysed to identify areas of better practice.

The following table lists the number of compliments, by Division:

Division	Compliments
Community Planning & Environment	16
Corporate Support	23
Open Space & Infrastructure	20
General Manager's Office	0
TOTAL	59

Consultation requirements

Community engagement is not required.

Financial/Resource Implications

There are no direct financial implications resulting from this report, however there may be financial and resourcing implications associated with the recommendations arising from some complaints.

Legislation

Preparing the biannual complaints report is not a statutory requirement; it is a requirement of Council's *Complaints Handling Policy*.