

## **8.10. Customer Feedback and Complaints Report July 2021 to December 2021**

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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 July to 31 December 2021.

### **EXECUTIVE SUMMARY:**

This report compares the number of complaints to the total number of customer contacts for the period 1 July to 31 December 2021, summarised below:

- total number of customer contacts - 19,771
- number of compliments - 67
- number of complaints - seven (57%) considered justified or partially justified

This report is provided to Council every six months.

### **FINANCIAL IMPLICATIONS:**

There are no direct financial implications relating to this report.

### **RECOMMENDATION:**

**1. THAT** the Customer Feedback and Complaints Report: 1 July to 31 December 2021 be received.

## **LINK TO COMMUNITY STRATEGIC PLAN**

The relationship with the Community Strategic Plan is as follows:

5. Our Civic Leadership

5.2 Council is well governed and customer focused

## **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.

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.

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

## **CONSULTATION REQUIREMENTS**

Community engagement is not required.

## **DETAIL**

This report contains a summary of complaints and compliments received over the period 1 July to 31 December 2021.

### **1. Contacts with Council**

During this period, contacts with Council (incoming) totalled 19,771 (Table 1), compared with 24,800 for the period 1 January to 30 June 2021.

<b>Table 1: Contacts with Council</b>	<b>1 Jan to 30 Jun 2021</b>	<b>1 Jul to 31 Dec 2021</b>
Requests for Service (letter, email, fax)	24,800	19,771
Depot	5,604	5,005
Library	5,682	4,800
Complaints	26	7
Compliments	98	67
<b>Total</b>	<b>36,210</b>	<b>29,651</b>

## 2. Complaints

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 seven complaints during the period 1 July to 31 December 2021. Four of the complaints were considered justified or partially justified.

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 three 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>Number of Complaints</b>
Level of program/service	3
Inadequate information	-
Staff behaviour	1
Compliance issue	-
Lack or delay in service provision	-
Inadequate/no response to previous complaint	-
Council policy	-
Other	-
<b>Total</b>	<b>4</b>

Since the last report to Council in September 2021, justified and partially justified complaints have reduced from 30 to four and have also declined versus the same period last year from 26 to four.

Each Director has access to reports analysing complaints related to their assigned services and use this information to improve the overall management of their service and in turn the service the customer receives.

## **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.

Four (57%) of all the complaints received during this period (including those unjustified) were resolved within 10 working days. This compares to a total of 88% of all the complaints (N = 30) resolved within 10 working days over the 1 January to 30 June 2021 period.

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

## **3. Compliments**

Council received significantly more compliments (67) than complaints (seven) for the period.