

**COMPLAINTS/ISSUES/GRIEVANCES REGISTER**

<b>No</b>	<b>Name of Complainant</b>	<b>Details</b>	<b>Date Received</b>	<b>Responsible Officer</b>	<b>Action Taken</b>	<b>Date Completed</b>
2016 1-16	Jacko Whitby – Yuna Mail & Courier Service	Road conditions	23.1.2016	Maurice Battilana / Esky Kelly	Email response that the email has been passed onto Works Manager	24.1.2016
2-16	Michael Henriques	Coronation Beach caretaker abusive back in October over BBQ	17.3.2016	Maurice Battilana	Complaint acknowledged & Caretaker spoken to	22.03.2016
3-16	Michael Henriques	Coronation Beach caretaker – abused for paying his camping fees in coins	17.3.2016	Maurice Battilana	Complaint acknowledged & Caretaker spoken to	22.03.2016
4-16	Robert & Trish Kupsch	Concern of East Nabawa Road conditions	12.04.2016	Maurice Battilana	Emailed response, email has been passed onto Works Manager and Councilors	12.04.2016
5-16	Ron & Moreen O'Neill – on behalf of Jacko Whitby	Road conditions and roadside mail	22.04.2016	Esky Kelly	Forwarded complaint onto Works Manager and CEO has been notified  Works Manager spoke to Jacko at front counter	22.04.2016
6-16	Allana Jarvis	Bella Vista Road conditions	08.06.2016	Esky Kelly	Complaint received and telephone contact was made to advise that due to heavy rains and a gravel road it was always going to be slippery. Works Manager had also driven the road and was okay	08.06.2016
7-16	Manfred Feuser	Broken side window by ride on lawnmower at Fig Tree Crossing	11.08.2016	Dianne Raymond	Complaint acknowledged in person by Dianne. A statement was taken by Graeme Garraway and the information forwarded to LGIS	15.08.2016

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8-16	Bruce & Christine Dickenson	Bella Vista Road conditions	01.09.2016	Esky Kelly	Complaint received – upgrades to Bella Vista Road have made the road more dangerous – boggy and slippery	
9-16	Dawn Whitehurst	Request for toilets at Nabawa Cemetery	01.09.2016	Maurice Battilana	Responded via letter that correspondence would be presented to the next Council meeting to determine what action will be taken	02.09.2016
10-16	Ian Waterhouse & Joanne Moore	185 Eliza Shaw Drive – Rate Account	30.08.2016	Maurice Battilana	Responded via letter that a review of the rating process revealed procedural issues between the building process and the rating process and this will be improved immediately	15.09.2016
2017 1-17	Fiona Cooke	Came home from work to find a large curb on the edge of Richards road blocking her drive-way.	16.02.2017	Esky Kelly	<p>27.02.2017 Backfilled the curb in front of the house. Unfortunately this has caused a steep incline and decline into the property. Works Manager has met her partner Ben onsite to discuss options</p> <p>6<sup>th</sup> February had onsite meeting with Midwest kerbing regarding a quote for kerbing along West side of Richards Road between Wokarena Road and Hilltop Loop.</p> <p>10<sup>th</sup> February Midwest Kerbing was selected as contractor to do the job and given a PO. Midwest Kerbing advised that they were busy and would need a week to get to the job.</p> <p>Midwest kerbing was given the PO and instructed verbally to inform shire of commencement date so affected parties</p>	14.03.2017

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					<p>could be notified and backfill behind kerbing organised.</p> <p>14<sup>th</sup> February Midwest Kerbing door knocked on affected houses before starting job but had no responses.</p> <p>15<sup>th</sup> February Fiona Cooke formally complained as she was unable to enter her property as there was no back fill behind kerbing and the drop from the kerbing has too steep for her car.</p> <p>15<sup>th</sup> February contractor back filled behind Kerbing to give access to property.</p> <p>28<sup>th</sup> February contact via email saying still having issues with mountable kerb being too high.</p> <p>28<sup>th</sup> February made contact via phone to meet onsite on 1<sup>st</sup> March.</p> <p>1<sup>st</sup> March met on site and agreed to lower kerb profile to improve access to property.</p> <p>1<sup>st</sup> March made contact with contractors to lower profile set date for 7<sup>th</sup> February to do works.</p> <p>7<sup>th</sup> March kerbing contractor didn't show or answer calls, kerb was removed and ready for kerbing. Resident notified of issues.</p>	

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					8th March still no contact from kerbing contractor.  9th February contact made with kerbing contractor work organised for 10th March. Resident notified of new scheduled works.	
2-17	Marion Newman	Bougainvillea overgrowing footpath	3.3.2017	Esky Kelly	Ranger – Earl O'Donnell has spoken to tenant and landowner will send someone to trim bougainvillea off the footpath  EA rang Marion to advise of the outcome	14/03/2017
3-17	Jack Hide	Condition of Mills Lookout	13.3.2017	Anthony Abbott & Earl O'Donnell	CEO advised Anthony and Earl to work with Men's Shed / Prisoners to clean the area.  Emailed response to Jack Hide 14/03/2017	14/03/2017
4-17	Phil Tazewell	Verge mowing that is taking place in Parkfalls Estate spreading weeds	31.03.2017	Maurice Battilana	CEO responded via email 4/4/2017 advising Council policy CMP-072 and assuring him that mowing & spraying practices are not out of the ordinary by Shire's.	4/4/2017
5-17	Stephanie Millns Sizer	Dog attack on Calder Place – What is the shire's position on dogs / owners who do not take their responsibilities seriously	19.05.2017	Earl O'Donnell	19/5/2017 Earl spoke to Stephanie and advised her that the dog has been destroyed Responded via letter to her concerns on the shires responsibilities regarding dogs	24/05/2017
6-17	Joanne Smith	Complaint against Earl O'Donnell	21.06.2017	Maurice Battilana	CEO discussed this incident with Mr	22.06.2017

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		regarding parking of ranger vehicle in Stirling Carpark Geraldton			O'Donnell and suggested he call Ms Smith to discuss the matter. Mr O'Donnell contacted Ms Smith 22/6/17 and advised the CEO he apologised for any inconvenience and offered to cover any damages to her vehicle. Ms Smith advised Mr O'Donnell his apology and damage was minimal so no need to cover costs.	
7-17	Troy Kenney	Dog Attack by neighbour's dog	12.07.2017	Earl O'Donnell	Mr O'Donnell sent letter advising that in this instance there would be no penalties but to ensure that the dog was contained within her (Nicole Fairclough-Cox) property	13.07.2017
8-17	Noela Banks & Alan Marsden	Damage and noise around reserves in Nanson on quad bike	08.08.2017	Earl O'Donnell	CEO wrote letter of acknowledgement advising that the complaint is being investigated and will keep them informed.  CEO letter advising of action taken to date	10.08.2017  16.08.2017
9-17	Gary & Sheree Scott	Health and Safety – Drummond Cove Holiday Park	21.08.2017	Simon Lancaster / Wendy Dallywater	Email received regarding power outage at Drummond Cove Holiday Park where the owners refused to hire generator for park tenants. No proper water supply, power point on piece of wood and in reception shop area. Mr Lancaster forwarded the email to the Health Officer (Wendy) for follow up	22.08.2017

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<b>2018</b> 1-18	Anthea Kalazich	Nabawa Siding Project and CEO's actions	16.01.2018	President – Cr Farrell	Cr Farrell responded via email	23.01.2018
2-18	Katrina Lahtla	Lack of signage and media updates due to road closures regarding the Greenough river	20.01.2018	Simon Lancaster	Simon responded via email and advised that updates had been provided regularly to media outlets but would in the future have more updates on the Shire facebook page	25.01.2018
3-18	Kevin Currell	Issue with moorings at Coronation Beach and lack of signage regarding using them at own risk.	13.02.2018	Maurice Battilana	Responded via email – any moorings located within CV district are not supplied by the shire	14.02.2018
4-18	Robert Jennings	Issue of dogs not being on leash at Coronation Camp ground	22.02.2018	Earl O'Donnell	Letter of response from CEO advising that Ranges will undertake regular inspections and issue infringements if required	23.02.2018
5-18	Marie Lewis	Broken windscreen on Chapman Valley Road	25.05.2018	Maurice Battilana	Email response – AD182538 To be passed onto LGIS to comment on	25.05.2018
6-18	Alison McCaskie	2 Richards Road Buller	11.06.2018	Maurice Battilana	Email Response	11.06.2018
7-18	Marie Ross	34 Patten Place White Peak	01.07.2018	Maurice Battilana	Email response with Ranger to follow up	02.07.2018
8-18	Damien Sontag	70 Patten Place White Peak	20.07.2018	Maurice Battilana	Acting Ranger Trevor Hipper to contact Sontag's and investigate dogs	24.07.2018
9-18	Carol Whiting	18 Indialla Road Nabawa	20.12.2018	Dianne Raymond	Email received 20.12.2018 regarding culvert at 18 Indialla Road. Di asked Marty to investigate and clean the culverts. He believes that the culverts are not the issue but the driveways are	20.12.2018
<b>2019</b> 1-19	Chiara KP	Coronation Beach Camp Grounds Caretaker	02.01.2019	Anthony Abbott	Caretaker has been advised of the correct approach to communication with people using the Coronation	08.01.2019

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					Beach Reserve and this will continue to be reiterated with him  Email response to Chiara by Dianne Raymond	
2-19	Ian Maluish	Bill Hemsley Park Community Centre	31.03.2019	Maurice Battilana	Emailed response to Ian <u>Ant</u> <ul style="list-style-type: none"> <li>• Disabled access public toilet; fully cleaned, mopped, wiped all surfaces on Thursday 11am approx. restocked with double paper &amp; asked the prison crew to give it a wipe before they left on Friday;</li> <li>• Everything was looking good verandah included before leaving site on Thursday;</li> <li>• Went there this morning (Monday 8.30am), cleaned &amp; restocked (before this email was received);</li> <li>• The floor is covered with tar spots from the failed carpark, will try to clean when the crew have completed the works on site;</li> <li>• The BBQ bucket was refilled on Thursday (probably kids messing around)</li> <li>• Graffiti with WC roll; we have the CCTV which can be reviewed to catch the kids (will go there today &amp; check footage);</li> <li>• Quite sure it was a Council decision, no lights in the BBQ area to reduce the chances of people camping up?</li> <li>• After hours contact should be a text msg if necessary, was away for the weekend, will give Ian a call today;</li> <li>• Will look into lockable A/C isolator switches &amp; quote for install;</li> <li>• Tried to contact &amp; msg Sara last week to give the facility a good clean up, windows &amp; all areas, no response;</li> <li>• We may need to go out for tender for a professional cleaning company to carry out the cleaning of the facility as previously discussed (twice a week at the moment).</li> </ul>	01.04.2019

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					<u>Esky</u> <ul style="list-style-type: none"> <li>The problem with the lawn was water supply, Trevor has fixed it and the lawn should pick up.</li> </ul>	
3-19	Harold Williams	Damaged Trees 3279 Chapman Valley Road Nabawa	20/03/2019	Maurice Battilana	Letter of response advising that the matter had been investigated and that there was no basis to his claims. No action to be taken	2/04/2019
4-19	Mark Appleyard / Matthew & Donna Anderson / Troy & Janet Daly	Condition of Northern Gully Road	20/04/2019	Maurice Battilana	Email response from CEO	23/04/2019
5-19	Sally Britton-Moore and Richard Moore	<p>The driveway to their property 48 Stirling Place Waggrakine, has been severely eroded this winter due to completely blocked drainage channel at side of road and blocked drain which are both filled with sand.</p> <p>Follow up email received from Complainant – no response since initial acknowledgement from CSO.</p>	<p>10/09/2019</p> <p>25/09/2019</p>	Esky Kelly	<p>26/09/2019 - Acting CEO (Simon Lancaster) sent email to Works Manager to follow up before going on annual leave</p> <p>26/09/2019 – MWS inspected the drains and agree they need to be fixed. Requested quotes to reform the drains on both sides of road. Once quotes received will issue the work order</p> <p>17/10/2019 – works completed</p>	17/10/2019



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6-19	Conny Duerrenmatt	Coronation Beach Camp Grounds Caretaker offensive behaviour	23/12/2019	Anthony Abbott/Chief Executive Officer	CEO spoke to Caretaker (on site) and listened to his version of events on 23/12/2019. It appears the complainant has tried to avoid payment of camping fee by leaving their son at the site overnight. The son is supposedly under the age of 16 years so the complainant stated there is no charge for those camping at Coronation Beach under this age. I confirmed with the Caretaker those under the age of 16 years are free only when accompanied by an adult. Therefore the fee is payable. Caretaker was instructed to advise complainant accordingly and not to be aggressive in nature.	23/12/2019

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2020 1-20	Jesse Forgues	Coronation Beach Caretaker – feedback on recent trip to Coronation Beach	14/01/2020	Chief Executive Officer	CEO responded via email that he has spoken to the Caretaker regards to his attitude and with reference to improving facilities at campground a review of the existing plan is currently underway with the intention of developing a new Masterplan	14/01/2020
2-20	Angus Mackay	Email issued to all Shire ratepayers advising of office closure, displays email addresses publicly.	4/07/2020	Chief Executive Officer	4/07/2020 – Complaint received regarding an email that had been sent to all shire rate payers on the 30/03/2020 advising them of the Shire Office Closure in response to the COVID-19 restrictions. The email displayed rate payer email addresses to all who had received it. 4/07/2020 - CEO responded via email apologizing for the error & explained officer realized their mistake as soon as the email had been administered & immediately advised management of the privacy breach.	4/7/2020
3-20	Narelle Edwards	Email sent to CGG regarding restrictions in place under The Shire of Chapman Valley’s Building/Planning Policies.	28/05/2020	Deputy Chief Executive Officer	27/05/2020 – Customer Feedback Form submitted by Narelle Edwards to The City of Greater Geraldton regarding The Shire of Chapman Valley’s Building & Planning Policies. 28/05/2020 – City of Greater Geraldton forwarded the email onto The Shire of Chapman Valley for actioning.	17/06/2020

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					28/05/2020 – Matter to be put before Council for their direction at the June 2020 Council Meeting. 17/06/2020 – Council advised to file as correspondence.	
4-20	Hon Liong	Phone Call & Letter regarding 3024 Northwest Coastal Highway	29/05/2020	Deputy Chief Executive Officer	26/05/2020 – Phone call received from Hon regarding his concerns with 3024 Northwest Coastal Highway. 28/05/2020 – Visit made to Hon Liong to go over his concerns. 29/05/2020 – Letter received via email from Hon. 29/05/2020 – Matter to be put before Council for their direction at the June 2020 Council Meeting. 17/06/2020 – Council advised shire staff to complete the following corrective actions; <ul style="list-style-type: none"> <li>- Installation of fire gate at entrance to Railway Street with pedestrian access stile alongside. This will be from existing materials and prison crew labour;</li> <li>- Investigate source of dumping and liaise with offender as necessary to ensure removal, or in the event that investigations are inconclusive, Shire to remove material utilizing existing internal resources (COA</li> </ul>	25/06/2020

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					3372); - Liaise with Main Roads WA regarding spreading or potential Shire reutilization of road material upon Reserve 23404.  25/06/2020 – Letter sent to Hon Liong advising him of the above corrective actions.	
5-20	Tina Pendlebury	Email regarding straying dogs in Park Falls Estate.	22/07/2020	Senior Ranger	22/07/2020 – Email received from Tina Pendlebury raising her concerns over straying dogs in Park Falls Estate and the Shire’s over-all enforcement of the Dog Act. 23/07/2020 – Senior Ranger replied to Tina Pendlebury’s email advising of the corrective actions taken by the Shire to ensure the enforcement of the dog act in Park Falls Estate & the wider Chapman Valley.	23/07/2020
6-20	Jena Harris	Email regarding dog issues in the Park Falls Estate area.	17/08/2020	Senior Ranger	14/07/2020 – Email received from Jena Harris regarding several issues with individual dogs residing in the Park Falls Estate area & the Shire’s general approach to enforcing the Dog Act in this area. 17/07/2020 – CEO replied to Jena to advise the Shire was in receipt of her complaint which was being taken very seriously and the Senior Ranger would be in contact with her to discuss the complaint further.	20/08/2020

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					20/08/2020 – Senior Ranger visited Jena in person to advise her of the corrective actions that were implemented by the Shire under the Dog Act 1976 in an effort to control dogs in the Park Falls Estate area.	
7-20	Dean Bull	Emailed all Elected Members regarding Council’s decision to implement fees at Coronation Beach campground to all ratepayers and campground users.	07/09/2020	Chief Executive Officer	<p>Email issued to all Elected Members 7/9/20 CEO responded 7/09/20 to the specific questions</p> <ol style="list-style-type: none"> <li>1. Why were we not informed prior? Council Agendas are available to the public prior to the meeting. Public Question Time is also available at the start of each Council Meeting where people can put questions to the Elected members and Staff.</li> <li>2. Why did we not receive a updated residents Access card that allows access to the tip and previously the campground until I went to the office today. We receive all correspondence electronically and have a mail box so how many others have been overlooked? I apologise for the inconvenience. However; all Rate Notice were sent out with the Access Card in the envelope, so you should have receive the card at the same time you received your Rate Notice.</li> <li>3. Where is the community consultation that occurred prior to this change? Community consultation is not a requirement when Council sets its fees and charges, other than the Agenda Reports and publication of the annual budget on the Shire website.</li> <li>4. Are the 2020/2021 rates going to be reduced to factor in this loss of Amenity to ratepayers? All rate in the 2020/2021 Budget have been set at a zero increase, which (based upon the average annual rate increase of approximately 5%) is a total reduction in rate revenue around \$150,000 in 2020/2021, which is a significant saving to all rate payers in the Shire of Chapman Valley.</li> <li>5. Why are all ratepayers being punished for the actions of a very few?</li> </ol>	08/09/2020

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					<p>As previously mentioned, the situation of how the previous Corporate Management Procedure (CMP-019) was being interpreted and (at times) manipulated by some, triggered the need to revisit fees and charges at the Camping site. However; the fact some had tried to manipulate the Corporate Management Procedure was not the only reason the decision was made to change the fee structure. The emphasis on creating consistency of fees &amp; charges across all Shire owned/controlled facilities was also an important aspect to the decision.</p> <p>6. Please explain how these fees were introduced effective immediately in March when the council website states. Ref March Council meeting minutes.</p> <p>Council endorse the following as the revised Camping Area – Corporate Management Procedure (CMP-019) to be introduced immediately.</p> <p>Council set the fees and charges for all camping grounds in the Shire so the fees &amp; charges were not actually changed. What did change was Corporate Management Procedure CMP-019 which removed the exemption listed for Coronation Beach. Therefore the charging of camping fees for everyone did take effect from the date of the Council resolution at the March 2020 Council Meeting.</p>	
8-20	Wendy Graham	Coronation Beach Campground Caretaker behaviour complaint	29/09/2020	Deputy Chief Executive Officer	Complaint has been discussed with Caretaker who has been advised of the correct approach in communication with people using the Coronation Beach Reserve and this will continue to be reiterated with him.	30/09/2020
9-20	Ryan Sattary	Dog Attack in public place – Bill Hemsley Park, Redcliffe Concourse White Peak	05/11/2020	Deputy Chief Executive Officer	Complaint has been investigated for which two infringement notices have been issued to the dog owner involved in this incident.	10/11/2020

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10-20	Shirley Mincherton	Complaint regarding venue cleaning and conditions at Bill Hemsley Park Community Centre	09/11/2020	Chief Executive Officer	Response to complaint advised we have taken on board the comments and would look to improve . Telephone discussion between CEO and complaints resolved the issue.	11/11/2020