

Complaint number	Date	Council staff member name / role / team	Council staff member seniority level	Complainant - internal (council staff / elected member /other - please specify) or external (member of the public / other - please specify)	Nature of complaint	Action taken by the council	Resolution
1	24/04/2020	Name and role redacted under s7(2)(a) of LGOIMA Customer Centre	Tier 4	Ratepayer	Delay in processing rates rebate	The Customer Services Manager looked into this and contacted the ratepayer by phone	The payment details that were supplied were incorrect, and once these had been corrected, the payment was made.
2	15/05/2020	Council in general	Various	Ratepayer	Council did not open immediately after government reduced the Covid level	The Customer Services Manager contacted the ratepayer by phone	It was explained to the ratepayer that Council had decided to reopen on Monday 18 May 2020 to ensure that all systems were in place after being in full lockdown to enable customers to come back into the Civic Centre in a safe way.
3	16/06/2020	Name and role redacted under s7(2)(a) of LGOIMA Finance and Business Support	Tier 5	Ratepayer	Not happy with interaction with staff member	A meeting was held with the staff member and their manager regarding the complaint and as a result of the discussions, the staff member rang the complainant and apologised.	The staff member rang the complainant and apologised.
4	15/07/2020	Name and role redacted under s7(2)(a) of LGOIMA Emergency Operations Centre	Tier 4	Other staff	Alleged bullying/harassment by other staff	Bullying/harassment complaint which was investigated by Manager, Organisational Development & Capability.	Incidents did not constitute bullying or harassment and did not warrant independent investigation. The complaint was handled appropriately by the Manager and no further action taken about this complaint.
5	15/07/2020	Name and role redacted under s7(2)(a) of LGOIMA Animal Control	Tier 4	Other staff	Alleged bullying/harassment by other staff	Bullying/harassment complaint which was investigated by Manager, Organisational Development & Capability.	Incidents did not constitute bullying or harassment and did not warrant independent investigation. The complaint was handled appropriately by the Manager and no further action taken about this complaint.
6	8/10/2020	Name and role redacted under s7(2)(a) of LGOIMA Arts and Culture	Tier 4	External party	Complaint by member of public after being told by a Council staff member that they could not hand out fliers at a night market	No action taken as the staff member was within their rights to ask them to cease handling out fliers. Complainant advised of the outcome in person.	No action taken as the staff member was within their rights to ask them to cease handling out fliers.
7	18/2/2021 and 7/4/2021	Name and role redacted under s7(2)(a) of LGOIMA 3 Waters Services	Tier 4	Former spouse of staff member	Complaint by spouse that children were in the Council car during call outs	A meeting was held with the staff member and their Manager about the issue which was more around health and safety rather than a complaint. Complainant advised verbally of outcome.	The staff member was advised that they were not to take children out on call outs.