

<b>FLINDERS COUNCIL - Complaints Register 2020</b>			
<b>No.</b>	<b>Date rec'd</b>	<b>Complaint</b>	<b>Action Taken</b>
2020/1	7/01/2020	Dogs attacking swans at Lady Barron	Jacci responded to email 7/1/2020; discussed at 23.01.2020 council workshop; Parks & Council collaborating on a sign to be erected at entrance to conservation area asking people to be mindful of the swans; November - Dogs Breakfast event supporting responsible dog ownership and promotion of wildlife awareness (delayed by COVID-19).
2020/2	10/01/2020	Volunteer behaviour at the Giving Shed toward a community member volunteering	Discused at 23.01.2020 council workshop; Giving Shed rules posted in shed; Mayor met with complainant; letter in response sent 13/2/2020; letters from GM and Mayor to all parties involved setting out behaviour standards.
2020/3	14/01/2020	Volunteer behaviour at the Giving Shed and dogs attacking swans at Lady barron	Giving Shed - Discussed at 23.01.2020 council workshop; Giving Shed rules posted in shed; Mayor met with complainant; letter in response sent 13/2/2020; letters from GM and Mayor to all parties involved setting out behaviour standards. Swans - Discussed at 23.01.2020 council workshop; Parks & Council collaborating on a sign to be erected at entrance to conservation area asking people to be mindful of the swans; November - Dogs Breakfast event supporting responsible dog ownership and promotion of wildlife awareness (delayed by COVID-19).
2020/4	14/01/2020	Dogs attacking swans at Lady Barron	discussed at 23.01.2020 council workshop; Parks & Council collaborating on a sign to be erected at entrance to conservation area asking people to be mindful of the swans November - Dogs Breakfast event supporting responsible dog ownership and promotion of wildlife awareness (delayed by COVID-19)
2020/5	11/03/2020	Most expensive landing fees in Australia	GM responded with letter on 22.03.2020 - will consider comments at annual review of Council's fees and charges, particularly with respect to airport charges.
2020/6	24/03/2020	Disappointed Council would not provide a rubbish bin at the showgrounds for complainant to place rubbish collected from the side of the road	GM responded with letter on 11.05.2020 - thank you for community spirit, if provide bin for one person must provide for all; unable to provide bin.

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2020/7	27/04/2020	No community consultation undertaken in regard to proposed council meeting agenda item to close transfer stations and change waste management strategy.	Council listened to community concerns and deferred decision on waste management strategy until further consultation undertaken. Mayor responded with a letter on 18.05.2020 - council will consult with community prior to a decision.
2020/8	20/06/2020	Why has one of the walkways to Whitemark beach, down towards the golf course, been blocked off with a wooden structure.	GM and P&G staff attended the site on 22.06.2020 and reassessed the situation. The structure was removed and replaced with bollards that permit pedestrian access. Email sent 06.07.2020 - trust happy with the change made.
2020/9	04 & 24/06/2020	Reported to reception on 4 June that a letter from Council went missing in the mail and asked for a copy of the letter. On 24 June contacted reception again asking why no response was received.	EO responded via email on 24.06.2020 with a copy of the missing letter. Complainant responded with thanks for quick response.
2020/10	22/09/2020	Objecting to the TasPorts proposed Safe Harbour adjoining the TasPorts facility at Lady Barron.	Addressed during public question time at the September council meeting. Proposal considered at the meeting and resolution passed to defer decision whilst further consultation was undertaken. Subsequent council decision at September special council meeting to reject the TasPorts proposal and continue with the development at the original site.
2020/11	4/11/2020	Council did not advertise house development in Munro Place which prevented complainant from being able to make a representation to influence the end result of the development.	Mayor, GM & DSC met with complainant on site 13.11.2020 and discussed planning scheme. No requirement to advertise per planning scheme. Discussed resolution strategies including facilitating meeting with project architect. Second meeting conducted with architect 25.11.2020. Fencing, landscaping and external cladding treatment discussed as options to be taken to architect's client for consideration. Complainant expressed appreciation for council's role in supporting them and arranging the meeting.
2020/12	3/12/2020	Concerns with the quality of some Development Applications that are being accepted and advertised by Council.	03.12.2020 GM responded to email, will investigate matter and respond with further information.