

FLINDERS COUNCIL - Complaints Register 2021			
No.	Date rec'd	Complaint	Action Taken
2021/1	25/01/2021	Three areas of concern in relation to road works being undertaken by Council, on behalf of the State Government on Lady Barron Road, not being to Tasmanian Transport standard.	GM responded 28/01/2021 that the State Government has approved one area of the complainant's concerns, and the remaining two points are interim measures while the work is ongoing and will meet standards when the work is completed.
2021/2	28/01/2021	That Development Services documents are not available online and have to be completed by hand.	GM responded 3/2/21 explaining that documents are available as pdfs online and can be edited electronically and referred complainant to Development Services staff if further information was required; complainant responded 05/02/2021 with a copy of an email from staff in relation to the matter; GM responded 10/02/2021 explaining that the complaint's original letter had been misunderstood and detailed all the methods available to the community to complete the document, including electronically.
2021/3	20/05/2021	Loose gravel on the road between the Interstate Carpark and Walkers Supermarket made Complainant slip over and damage his knee which was recently operated on.	GM forwarded complaint to Chris Wilson, Chris inspected the road on 26/5/2021 and will arrange road sweeping to remove loose gravel. Written response provided by Manager of Infrastructure and Airport to Complainant on 31/05/21.

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2021/4	8/10/2021	While dropping off items at the Giving Shed, the complainant was baled up by another resident and told to leave her items outside and not go inside, and that the resident and another woman would sort out her items. The complainant volunteers at the tip shed so knows what she is doing and did not need to be told what to do. The complainant has seen the person selling items she has donated to the Giving Shed and is not happy about it.	Chris Wilson spoke to complainant and explained that no volunteer had any authority to tell anyone what to do. The person seemed happy with the call and explanation.