

Jennifer Maundrell

From: info@warrumbungle.nsw.gov.au
Sent: Wednesday, 10 March 2021 1:54 PM
To: Records Officer
Cc: [REDACTED]
Subject: Written Submission - Customer Service Charter

You have successfully submitted the following information. This copy is for your records.

First Name and [REDACTED]

Last Name:

Email Address: [REDACTED]

Written Feedback on WSC Customer Service.

Submission:

Would have to say that I have had mixed responses from Council Staff over the last 2 years.

Feel our Development Group has not had had the responses (follow up feedback) it should have regards Tourism Development for our whole shire. A number of times both myself and our Dunedoo Development Officer has asked the Tourism Manager where certain matters/projects stand- with no response. When I actually caught up with [REDACTED] in person at a EDT meeting a number of months after our enquiries, she said' she hadn't been invited to our Devevelopment meeting to give an update'. I told her we were just after a feedback via email or a phone call to see where a project stood.

My other enquiry was in relation to Bike racks that [REDACTED] got back to me promptly and said they could happen and council should be able to find the money. When I followed them up with [REDACTED] Council Staff member, [REDACTED] he said where is the money coming from. When I emailed [REDACTED] back I got no response as to possible funding for the bike racks.

So Yes, I do see a big crack in communication between Council staff and small towns and especially between Council Staff and the Dunedoo Development group which, as a driver for town progress and developments needs to liaise closely with Council Staff. At our meetings we often get people raising concerns or wanting to know the current situation on a number of matters that are with Council. How good would it be if a Council Staff member would just touch base by phone with our Development Officer once a month to clarify where projects are or issues that need attention and then our DO could bring this to the DDDG meeting.

examples to add to above- What's the current situation on the display board- last Oct we were told that basically the internal motherboard needed replacing- it is now March, is that something Council is still aiming to to, do they need to apply for a grant to obtain the money or, do we need to sit down and say- it is never going to work and we need to look at alternatives for the sign.

I put in a number of items that centre around better safety on the Central West Cycle Trail (Road Signs). I have heard nothing back.

Really feel that better liaising between the Council and the small towns needs addressing and that some form of feedback is given within 2 weeks. In many cases it gets to the stage where you get sick of asking then it can 'go away' (not) or if that particular Council Officer is not handling the matter anymore there is no communication to let us know who the new officer is to direct follow up. Better Steps need to be put in place so that follow up and outcomes are achieved in a timely manner.

Cheers, [REDACTED]

Jennifer Maundrell

From: info@warrumbungle.nsw.gov.au
Sent: Wednesday, 10 March 2021 9:33 PM
To: Records Officer
Cc: [REDACTED]
Subject: Written Submission - Customer Service Charter

You have successfully submitted the following information. This copy is for your records.

First Name and [REDACTED]

Last Name:

Email Address: [REDACTED]

Written Submission: I admit some of my enquiries may not be straight forward and I'm happy to wait 3 to 4 weeks for an informed intelligent response, but there seems to be a culture of crap responses and "stonewalling."

I'm not sure if people are lying to me to make the council look good or they are incompetent (I have an incredibly low tolerance of both) with no repercussion to the perpetrator's. A recent one springs to mind where I was informed that all gravel pits in the shire have pit agreements. Despite being informed to the contrary by a pit owner and an outdoor supervisor.

Some of my enquiries have only had an automated response and nothing more. Others have had phone calls without the person looking at all the attached information sent (stop wasting mine and your time). Which leads me to look deeper in the hope to answer my own queries. Which then raises more questions that I would like answered.

At the moment I would have in excess of 5 queries that are waiting response from council (and one GIPA application). With another 2 in my outbox.

I've now decided to change tack and address my concerns at the community consultation meeting. Maybe this will be a better forum.

I don't think the appeal processes needs to be the GM.

I believe a cultural change of owning the problem and working out the solution would be a better strategy... I'm sick and tired of the buck being passed along the chain.

Let's empower the individuals to make informed, intelligent responses. I'm happy to wait for quality.

Regards

[REDACTED]

Jennifer Maundrell

From: info@warrumbungle.nsw.gov.au
Sent: Wednesday, 10 March 2021 1:16 PM
To: Records Officer
Cc: [REDACTED]
Subject: Written Submission - Customer Service Charter

You have successfully submitted the following information. This copy is for your records.

First Name and [REDACTED]

Last Name:

Email Address: [REDACTED]

Written Submission: I have here in front of me a copy of the Warrumbungle Customer Service Charter and I would like to respond to the section "What can you expect from Warrumbungle Shire Council", and unfortunately in my experience, there is an epic fail on several points!

Returning telephone calls: on many occasions I have called the Shire to speak to various people who are never available and I have never received a reference number or indeed received a call back at all, let alone in 2 days!

Keep you informed of the progress of your enquiry: I have made enquiries over the years in many ways, at community meetings, by telephone, by email and by complaints forms and have never been kept informed of the progress of my enquiry, in fact have never had any response except to have my own email sent back to me when I have requested acknowledgement of receipt of my email!! I might also add that most of the problems I have enquired about have still not been addressed!!

Work with you to solve problems: There has never been any attempt made to work with me to solve any of the problems I have enquired about!!

I have not listed particular enquiries here but I can refer to them if necessary, most of which relate to the deplorable state of the road on which we live!!

Jennifer Maundrell

From: info@warrumbungle.nsw.gov.au
Sent: Wednesday, 17 March 2021 2:56 PM
To: Records Officer
Cc: [REDACTED]
Subject: Customer Requests and Complaints Form

You have successfully submitted the following information. This copy is for your records.

Title : [REDACTED]
First Name : [REDACTED]
Surname : [REDACTED]
Address : [REDACTED]
Town : [REDACTED]
State : NSW
Postcode : [REDACTED]
Home Phone :
Mobile Phone :
Email Address : [REDACTED]
Details / Comments : Customer Service Charter Feedback

The Dunedoo and District Development Group Inc considers it important that all communications whether via telephone, email or letter to council are treated promptly and courteously with a response.

On another note positive feedback has been received in dealing with your rates department.