

Author name: Anonymous

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Your submission for this review:

Hi, I would like IPART to introduce a performance measure on council responses on customer complaints and enquiries. If the council rates were to increase going forward, we as the general public have the right to know how the council is performing in responding to the public's complaints about road conditions, general maintenance etc. which has been lacking. How can we know that the council is performing what they are supposed to do in the required timeframes as in most cases, every issue or complaint gets ignored. With the raising of fees, we as the public will want to expect some minimum level of performance standards applied to councils in order to justify any increase in fees.