

LTCCP 2006-16 SUBMISSION

Submissions close on 5 May 2006

I wish to talk to the main points in my submission at the hearings to be held between Thursday 25 May and Wednesday 7 June 2006.

I am completing this submission:
For yourself

Number of people you represent:

My submission refers to:
Full Version of the LTCCP

Page Number:

I also want to respond to:

Name: Lindsay Carswell

Organisation:

Daytime Phone: 389 4819

Evening Phone: 389 4819

Email:

Address: 2/238 Stanmore Road
CHRISTCHURCH

Your Submission:

Do you have any comments on the major projects in our Draft Community Plan?

Do you have any comments on groups of activities (The activities and services the Council provides?)

I wish to talk to the main points of this submission at the hearings to be held between Thursday 25 May and Wednesday 7 June 2006.

I also request that any Council Officers report on this submission, be sent in advance of the hearings.

This submission refers to:

- (1) Democracy and governance, Pg. 109; and
- (2) Regulatory services, Pg 142.

SUBMISSION

At the 2004 Long Term Council - Community Plan (LTCCP) I presented two submissions concerning:

- (1) the establishment of an independent audit office; and
- (2) a well governed city - complaints

Neither of these was acted on, but I am pleased to see that the Council now has an Audit and Risk Management Sub-committee within the Council.

I am, however, still concerned that the Council does not have a complaints procedure that a member of the public can access, that is robust and can assure complainants that they will not be victimised by Council staff if they make a complaint.

I have already outlined previously in a letter to the Mayor, with an attached report, the problems I have had with the Christchurch City Council. This letter was made available to all Councillors and the Chief Executive Officer.

**Your Submission
(Cont'd):**

I am of the opinion that the failure to have a complaints procedure has allowed problems within an area of operations to continue unchecked due to lack of feedback. This has the potential to allow minor problems to escalate into issues that can have major financial implications for the Council. An example of this is the 'leaky buildings syndrome' where the Council is now facing a growing number of claims.

Key Points to consider

(a) Such an organisation should be an independent body within the Council and have the power to carry out internal investigations within the Council;

(b) such a body to be well publicised within the Council so members of the public will be aware of it; and

(c) all correspondence by such a body to members of the public, when replying to a query or complaint, to state in the letter that:

(i) if the recipient of the letter disagrees with the decision or information sent, that they can make a complaint or have the decision reviewed; and

(ii) provide information on how the recipient of the letter can make a complaint or have the decision reviewed; and

(iii) or advise on how to take a complaint to the Auditor General or the Office of the Ombudsmen;

(d) and Council provide on a yearly basis, information on the number of:

(i) Complaints received, with a breakdown of type

(ii) Complaints investigated

(iii) Complaints resolved.

Do you have any other comments or suggestions you want to make?