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Making a compliment, suggestion or complaint relating to planning and development matters

The City of Charles Sturt's Planning and Development Team has a strong commitment to providing services that facilitate the development of healthy, functional and attractive neighbourhoods.

Council provides a range of development services including:

- Planning assessment
- Building assessment
- Building inspections
- Pre-application advice
- Development Compliance.

Council's Planning and Development Portfolio is governed by the *Local Government Act 1999*, the *Development Act 1993* and the *Development Regulations 2008*, in addition to the Building Code of Australia and relevant Australian Standards.

We rely on your feedback to improve our services, so if you like the way a particular service is provided or think a service could be improved Council would appreciate your feedback.

If you wish to make a compliment, suggestion or complaint you are encouraged to call Customer Contact at Council on 8408 1111 and ask to speak to the appropriate Team Leader. Alternatively you may wish to send your comments via email: council@charlessturt.sa.gov.au

Suggestions and complaints will be dealt with confidentially unless otherwise requested. Please be assured that your future interactions with Council will not be affected by your submission. Council is required under the *Local Government Act 1999* to record all compliments, complaints or requests for increased service. As such your feedback will be logged into Council's system and you will be provided with a reference number.

Principles for handling complaints

- You may register a complaint verbally or in writing. If the complaint requires an internal review or is against a staff member, it must be submitted in writing.
- Where required, assistance will be made available to you in preparing a written application, including the use of an interpreter, in providing assistance with a disability or by referring you to an advocate.
- Every effort will be made to resolve a complaint at the first point of contact. Where this is not possible, we will seek to resolve the complaint as soon as possible and respond to you within three (3) working days.
- Please note that as the Planning and Development Portfolio are governed by the *Development Act 1993* and the *Development Regulations 2008*, in addition to the Building Code of Australia, this may limit our authority and ability to meet your expectations. Therefore where a complaint exceeds Council's jurisdiction, you may be referred to an external source.

- Council's complaint's handling policy outlines that the principles of natural justice will be observed when handling all complaints lodged with Council. This means processes will be fair, equitable and reasonable. All parties will have access to relevant information and are able to respond where relevant.

Rights

As a customer you have the right to:

- Dignity and privacy
- Be informed and choose from available services
- Suggest changes or improvements to services received
- Make a complaint about a service without retribution
- Involve an advocate of your choice (i.e. family member, power of attorney or a friend)

Please note that if you are not happy with the response provided in regards to your complaint, you retain the right to contact the Ombudsman, seek legal advice or refer your matter to the court.

Appeal Process

If you are dissatisfied with the outcome of a Planning and Development complaint, you or you advocate may appeal against a decision by writing to:

Manager Planning and Development
City of Charles Sturt
PO Box 1
Woodville SA 5011

For more Information

The following brochures are also available on Council's website, under Development & Infrastructure:

- [Information Guides](#) including:
 - D01. The Development Approval Process
 - D36. Development Services – Customer Support
- [Forms and Checklists](#) including:
 - Documentation Required for Planning Consent
 - Documentation Required for Building Rules Consent
- [Frequently Asked Planning and Development Questions](#)

Development Information Guides are intended to help applicants to submit applications which are complete, well prepared, and can be processed efficiently. The information provided is intended as a general guide only and applicants are encouraged to refer to the City of Charles Sturt Development Plan and to seek professional advice if necessary. This information is subject to frequent updates. This version last updated February 2019. Access the Development Plan and current versions of information guides at www.charlessturt.sa.gov.au.