



OmbudsmanSA

Enquiries: Mr Kym Davey  
Telephone: (08) 8226 8681  
Ombudsman reference: AF2013/000019

Mr Andrew Boardman  
Chief Executive Officer  
Kangaroo Island Council  
PO Box 121  
KINGSCOTE SA 5223

Dear Mr Boardman

### Half yearly report - complaint matters with Ombudsman SA

As part of my recent report '*Valuing Complaints* - an audit of complaint handling in South Australian councils' I made a commitment to provide all councils with a confidential half-yearly report detailing complaint matters specific to each council.<sup>1</sup>

To facilitate the flow of information between my office and councils, I also proposed a first point of contact system with a designated council liaison officer. The attached information is provided to you as your council's contact person. It covers the period 1 January 2013 to 30 June 2013.

This report is a summary only of complaint matters listed in our records. If I have conducted an own initiative investigation involving your council, the matter is also listed.

Approaches to my office and matters deemed out of jurisdiction are not listed here.

Please note that your report contains a description of the matter outcome in the right-hand column. In most cases these descriptions will be self-explanatory, such as a matter 'referred back to agency'. In this case the matter may or may not have been brought to your attention previously.

For full descriptions of Ombudsman matter outcomes please refer to Appendix 2 on page 59 of my Annual Report 2011/2012. The report is available at the website address below.

In future these reports will be sent in the form of an electronic printout directly to your email address. Please advise my office of any change made in the council contact person details.

Yours sincerely

Richard Bingham  
SA OMBUDSMAN

5 July 2013

<sup>1</sup> An electronic copy of the report is available from the Ombudsman SA website at [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au).

# KANGAROO ISLAND COUNCIL

1 January 2012 - 30 June 2013

Agency	Number	Complainant	Received	Title	Outcome
Kangaroo Island Council	2013/00178	Walkom, Graham	05/01/2013	Alleged breach of code of conduct	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/00755	Boardman, Andrew	21/01/2013	Unreasonable investigation process	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/01143	Walkom, Graham	31/01/2013	Alleged failure to investigate code of conduct complaint	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/02439	Liu, Ken	05/03/2013	Alleged breach of natural justice in decision making	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/03323	Zealand, Sharon	27/03/2013	Unreasonable expiation notice	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/03599	Rawlings, Jan	08/04/2013	Unreasonable delay repairing driveway	Resolved with Agency Co-operation
Kangaroo Island Council	2013/03940	Buick, Judith	17/04/2013	Unreasonable delay providing account for council rates	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/05515	Walkom, Graham	31/05/2013	Alleged failure to provide documentation	Declined Investigation Unnecessary or Unjustifiable
Kangaroo Island Council	2013/06163	Liu, Ken	23/06/2013	Failure to respond to question on notice	