

THE DISTRICT COUNCIL OF MOKA

PROTOCOL TO ADDRESS COMPLAINT

1. If Local Authority is Enforcing Agency then,
2. There is screening of complaint
3. Complaints are sent to Public Health Dept or Works & Planning Dept
4. Complaints sent to Public Health Dept include:
 - Refuse Collection
 - Bare lands
 - Illegal Dumping
 - Trade fees
5. Complaints for Illegal Construction are sent to Public Infrastructure and Land Use & Planning Dept
6. Complaints for Refuse Collection are addressed within 48 hours
7. For other types of complaints a site visit is effected
8. If complaint is justified a notice is issued and complainant is informed
9. There is follow up on the complaint
10. If complaint is not justified complainant is informed
11. If Local Authority is not the Enforcing Agency complainant is informed