

Councillor Martin - MoN – Customer Complaints Software

Tuesday, 14 October 2025
Council

Council Member
Councillor Phillip Martin

Public

Contact Officer:
Anthony Spartalis, Chief Operating Officer

MOTION ON NOTICE

Councillor Phillip Martin will move a motion and seek a seconder for the matter shown below to facilitate consideration by the Council:

‘THAT COUNCIL:

Noting the adoption by various Adelaide Councils of new programs to provide open, online visibility of customer complaints and transparency around Council responses and associated timeframes, asks the Administration to investigate and to report to Council for possible consideration in the 2026/27 Business Plan and Budget process the development and adoption of software to provide a similar, enhanced customer experience for City of Adelaide stakeholders.’

ADMINISTRATION COMMENT

1. Council is currently implementing Salesforce, a modern Customer Relationship Management (CRM) platform that will significantly enhance how we manage and respond to customer requests, feedback, and complaints.
2. The Salesforce platform is used to improve the customer experience across a number of councils.
3. Should Council resolve to support the proposed motion, an investigation will be undertaken on the opportunities of providing online visibility of customer complaints to enhance the customer experience for City of Adelaide stakeholders and advice provided back to Council.

Should the motion be carried, the following implications of this motion should be considered. Note any costs provided are estimates only – no quotes or prices have been obtained:	
Public consultation	Not applicable
External consultant advice	Not applicable
Legal advice / litigation (eg contract breach)	Not applicable
Impacts on existing projects	Not applicable
Budget reallocation	Not applicable
Capital investment	Not applicable
Staff time in preparing the workshop / report requested in the motion	Not applicable
Other	Not applicable

Staff time in receiving and preparing this administration comment	To prepare this administration comment in response to the motion on notice took approximately 5.5 hours.
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