

Formal Complaint

1 message

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Thu, Oct 12, 2023 at 7:59 PM

To: "Janine.Dowding@tasman.govt.nz" <Janine.Dowding@tasman.govt.nz>, "tim.king@tasman.govt.nz" <tim.king@tasman.govt.nz>, "mike.kininmonth@tasman.govt.nz" <mike.kininmonth@tasman.govt.nz>

Cc: "info@ourmapua.org" <info@ourmapua.org>

I hope this letter finds you well. I am writing to formally lodge a complaint regarding the process undertaken by the consultants and council employees in relation to the Traffic Control Devices plan, which has had a significant impact on our business and community. We have attended several meetings, actively participated, and provided feedback on the proposed plan, expressing our concerns about the loss of parking and the impact on our business in Mapua. Additionally, we emphasized the need for the removal of planter boxes at the entrance and exit of our site due to their restrictive nature to our delivery vehicles and the potential safety hazards they posed.

To our dismay, despite our active engagement and the consultants' and council employees' initial agreement to our concerns, our feedback was completely ignored. Not only was our input disregarded, but the consultants and council employees also misrepresented our stance to the wider council as seen in the agenda for last month's council meeting under reports 4. Traffic Control Devices. They conveyed that we were not concerned about the loss of parking and the impact on our business, and they went back on their assurance to remove the planter boxes from the plan.

This sudden change in stance, after our dedicated participation and genuine concerns, has left us deeply disappointed and frustrated. We invested considerable time and effort attending the meetings, hoping to contribute positively to the community and our business environment. The way our feedback was handled not only contradicts the principles of transparency and accountability but also undermines our faith in the democratic process that local councils are meant to uphold.

I kindly request the Tasman District Council to provide a detailed explanation of the process followed, the reasons for disregarding our feedback, and the misrepresentation of our concerns to the wider council. Additionally, I seek clarification on the steps that can be taken to rectify this situation and ensure that such instances do not recur in future community consultations.

I can appreciate that you are most likely fielding many emails on the 'Streets for people project' given the sentiment in the community towards the reduction in parking and impact on business, I am all for the safety improvements to reducing the speed of traffic on Aranui road and think the raised crossings will be a good addition to the community however the misrepresentation of my comments and the blatant disregard for business activities in our community has left me completely disillusioned. I appreciate your attention to this matter and request a prompt response. Please feel free to contact me at if you require any further information or clarification regarding our concerns.

Thank you for your understanding and cooperation. We believe that open communication and genuine collaboration are essential for fostering a healthy community relationship.

Yours sincerely,



Shaun McFadden

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