

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 1 2021/22 - April to June 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
Total number of complaints received	34	85	41	36	41
Total number of complaints closed	33	89	41	33	41
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	24	73%	88	99%	38	93%	33	100%	39	95%
Number of complaints closed - Investigative	9	27%	1	1%	3	7%	0	0%	2	5%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	8	33%	46	52%	15	39%	18	55%	22	56%
Number of Frontline complaints partially upheld	2	8%	3	3%	3	8%	6	18%	1	3%
Number of Frontline complaints not upheld	14	58%	39	44%	20	53%	9	27%	16	41%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	22%	0	0%	0	0%	0	N/A	2	100%
Number of Investigative complaints partially upheld	2	22%	0	0%	1	33%	0	N/A	0	0%
Number of Investigative complaints not upheld	5	56%	1	100%	2	67%	0	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
Average time in working days for a full response - Frontline	4.8	4.1	3.9	3.5	4.1
Average time in working days for a full response - Investigative	15.1	21.0	165.3	N/A	15.5
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	20	83%	66	75%	30	79%	31	94%	32	82%
Number of complaints closed within 20 working days - Investigative	7	78%	0	0%	1	33%	0	N/A	2	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	8%	8	9%	5	13%	1	3%	2	5%
Number of complaints with an extension – Investigative or Escalated Investigative	5	56%	0	0%	0	0%	0	N/A	1	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002813445	Frontline - Household Collections	Partially Upheld	Rachel Alban	Reinforcement - Agreed that the bins needed to be emptied and the area tidied up. We are not able to empty the bins every 3 weeks as we do not have vehicles in the area to achieve this. - Unable to change frequency as Council policy.
101002832561	Frontline - Process/Procedure	Upheld	Anne Taylor	Delay in processing request for bulky uplift refund - Refund chased up and processed by finance and customer advised
101002830078	Frontline - Process/Procedure	Upheld	Jennifer Fulton	Revision - Promises made to be fulfilled that someone will collect his full bin and that someone will let him know if they will do this. If this can happen he want to be assured that his excess waste will be collected next week along with full green bin. He would like all this confirmed by a call to him - Replacement wheels not supplied for bin, bin put out but not emptied - Arranged for bin to be emptied and excess waste uplifted - wheels also replaced on bin
101002827431	Frontline - Process/Procedure	Upheld	Fiona Burnett	Revision - Bins delivered - Bins delivered to incorrect address - Team Leader delivered bins and apologised - ensure correct address used for deliveries in future
101002821530	Frontline - Process/Procedure	Upheld	Fiona Burnett	Revision - See email - Failure to process insurance claim form. Form was accidentally missed from sending to insurers due to volume received at same time. Customer advised and happy that his claim is now being processed.

101002818941	Frontline - Household Collections	Upheld	Andy Hay	Revision - Brown bin emptied despite having no garden waste permit and having garden waste in it - New crew member unaware to check bin before servicing - reminded to check in future
101002816543	Frontline - Other	Upheld	Grant Speed	Reinforcement Revision - New operator cutting grass. Was not aware to leave gap beside complainant garage and damage was caused. Asked complainant if they would like insurance claim form. - New operator advised of what to do near property.
101002806646	Frontline - Complaint Against Staff	Upheld	Sharon Mair/Janice Legge	Revision - See complaint letter - Aware of altercation with crew and MOP - MOP also to give consideration - Crews reminded of courtesy towards MOP and consideration to road users
101002804475	Frontline - Road Maintenance	Upheld	Lorraine Bromehead	Reinforcement Revision - I will be seeking at least some new gravel at your expense to compensate for the damage caused in this issue - Site visit took place. Agreed to do investigation works with likelihood of replacement drains. - Unable to provide learning outcome. Unexpected event.
101002801060	Frontline - Household Collections	Upheld	Jim Durkin	Reinforcement - See Email - Photo provided as evidence. Crew spoken to about manner in which to replace bins once emptied.
101002797972	Frontline - Other	Upheld	Jim Durkin	Reinforcement Revision - See Email - Council vehicle damaged verge beside property. - Hedge on other side of road from verge needs to be cut, householder will be contacted. Drivers spoken to.
101002797551	Frontline - Complaint Against Staff	Upheld	Rachel Alban	Reinforcement Revision - See details of complaint - After reviewing footage we agree driver was overtaking without sufficient space between cyclist and lorry. Driver has been shown footage of wrongdoing and reminded of requirement to leave sufficient space. - Driver spoken to.
101002794207	Frontline - Household Collections	Upheld	Jennifer Fulton	Investigate and respond - bins not serviced - Bins serviced between time of sending letter and receipt of complaint no action necessary
101002789063	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Can the crew be spoken to about returning the bins. - 2 crews operating, 1 not aware of assisted collection - Both crews to be advised of assisted collection property and to return bins to correct location

101002788008	Investigative - Complaint Against Staff	Upheld	Sharon Mair	Revision - See body of Email - Crew interaction inappropriate dealing with member of public - Crew to be monitored dealing with this property - issues on both sides
101002787304	Frontline - Process/Procedure	Upheld	Gary Youngson	Revision - I would like my bins delivered as soon as possible. - Bins not delivered with others on development, new order raised to deliver bins - stock shortages - New bins delivered to site
101002786732	Frontline - Household Collections	Upheld	Jennifer Fulton	Reinforcement Revision - I would like him to have more manners and stop emptying the bins with such aggression. - Unacceptable behaviour shown by crew; bins not returned to collection point - Crew member reminded of behaviour and attitude and to return bins to collection point.
101002785355	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Would like to receive a response as to why he is being missed. - Unable to service bins due to temp traffic lights in vicinity of bin uplift location. - Van to be used to handball servicing of bins during duration of lights being in vicinity.
101002783963	Frontline - Household Collections	Upheld	Sharon Mair	Revision - email address received on email was outlook_799895465FC904AD@outlook.com which is not available. Customer had existing tel and other email on her file. - Permit appears to have been lost in transit. Bins not serviced. - Arranged for replacement permit to be sent. Excess waste to be uplifted.
101002783815	Frontline - Household Collections	Upheld	Fiona Burnett	Revision - Bin delivered - Additional bin was not delivered as should have been. - Ensure customer is updated and provided with adequate facilities. Additional bin being delivered and excess waste collected.
101002779429	Frontline - Household Collections	Upheld	Jennifer Fulton	Revision - Bins services - Driver did not know properties were occupied. Driver sent back to empty bin. Ensure adequate notes provided to new drivers.
101002771152	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Apologised if waste was left in paper bin. Will pick up excess on next collection if required. Will endeavour to make sure all waste comes out of the bin when being emptied.
101002767361	Frontline - Household Collections	Upheld	Fiona Burnett	Revision - bin delivered - Council has not delivered the brown bins in a timely manner. - Ensure there is no delay in future.
101002759946	Frontline - Other	Upheld	Alison Forteach	Revision - Street Light fixed - Street lights were found to be out and required to be repaired. - Repair carried out.

101002758044	Investigative - Other	Upheld	Paul Barron/Stephen Cooper	Revision - Road to be repaired. - Original enquiry from 2020 was responded to but the action that was required to be taken regarding the road(s) mentioned in the complaint was not carried out. - Better communication between different sections needs to take place in future to ensure all parties know what action is needs to be taken and by whom.
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