

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 4 2021/22**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4
Total number of complaints received	36	41	43	51	31
Total number of complaints closed	33	41	43	54	30
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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	33	100%	39	95%	39	91%	51	94%	28	93%
Number of complaints closed - Investigative	0	0%	2	5%	4	9%	2	4%	2	7%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	2%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	18	55%	22	56%	15	39%	17	33%	18	64%
Number of Frontline complaints partially upheld	6	18%	1	3%	4	10%	10	20%	3	11%
Number of Frontline complaints not upheld	9	27%	16	41%	20	51%	24	47%	7	25%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	2	100%	1	25%	1	50%	1	50%
Number of Investigative complaints partially upheld	0	N/A	0	0%	1	25%	0	0%	0	0%
Number of Investigative complaints not upheld	0	N/A	0	0%	2	50%	1	50%	0	50%
Number of Investigative complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	1	100%	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4
Average time in working days for a full response - Frontline	3.5	4.1	5.2	4.98	4.11
Average time in working days for a full response - Investigative	N/A	15.5	26.3	19	25
Average time in working days for a full response - Escalated	N/A	N/A	N/A	21	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 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	31	94%	32	82%	28	72%	34	73.9%	26	93%
Number of complaints closed within 20 working days - Investigative	0	N/A	2	100%	2	50%	2	100%	0	0%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	0%	0	0%

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 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	3%	2	5%	0	0%	5	10%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	1	50%	0	0%	0	0%	0	0%

2021/22 Q4 - UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101002953877	1	Household Collections	Team Leader Operations	Upheld		Revision			Unsure what time bins have been presented for collection but driver has reported that large vehicles are often parked near to the property and maybe this has restricted the operative's view of whether a bin is out. Agreed on this occasion to uplift excess.	Reminder to driver and crew that bins have been missed and to check on next collection to make sure they are not obscured by large vehicles.
101002955035	1	Other	Information Officer	Upheld		Revision			Aware of one previous enquiry 9.12.21 about this issue. Technician did contact complainant same day and visited site. Instruction was raised to clear blocked gully but works were not completed in timescale. Further jetting scheduled for 11.1.22 to clear it.	Works were not completed because they could not clear the fault, not because we did not take action.
101002955516	1	Household Collections	Operations Team Leader	Upheld		Revision			Due to xmas/new year arrangements bins have	Blue and Purple bin will be delivered to

									been emptied by different crews. Unfamiliar operatives would not have known that lady uses old style boxes for recycling paper and glass.	avoid future confusion. Operative attended property to empty bins.
101002955651	1	Household Collections	Team Leader Transfer	Upheld					Contact centre informed complainant delivery time for bins was 12 weeks. This was incorrect information, it is 28 days from date of payment. This would be 14 January and bins were being delivered on 14 January so timescale met.	Contact centre have been informed that it is 28 days and not 12 weeks.
101002965991	1	Household Collections	Operations Team Leader	Upheld	Reinforcement				Tracker was checked. Two vehicles in vicinity but neither serviced property. Litter van sent to empty bins. 3 houses under the same postcode and called the same, wrong bins emptied. Litter van sent back to empty correct one.	Both drivers of vehicles reminded to empty bins at this location.
101002967269	1	Household Collections	Operations Team Leader	Upheld	Reinforcement				Bins were left blocking drive.	Photo circulated to drivers and operatives to remind them not to block driveways. This is part of their training.
101002973159	1	Other	Operations Team Leader	Partially Upheld					Site visit showed no gravel boards are installed to stop gravel from exiting driveway onto road. Sweeper will give driveways on St Peter's Lane a wide berth to stop gravel getting thrown up by the sweeper brushes.	Driver of sweeper advised what to do next time to stop this happening.

101002982295	1	Road Maintenance	Information Officer	Upheld		Revision			We failed to remove road signs once works were completed.	Return to site and removed debris and loose sign insert. Will remind time about timely removing signs etc.
101002982458	1	Other	Open Space Manager	Upheld			Reimbursement		Investigation being carried out but agreed to contact registrar to arrange for our interment fee to be waived in full.	Outcome of investigation will determine.
101002985657	1	Household Collections	Team Leader Operations	Upheld	Reinforcement				Team Leader visited property. Bins were missed so arranged to empty them.	Remind crews to empty bins.
101002989176	1	Household Collections	Team Leader Transfer	Upheld		Revision			Customer wanted a brown bin caddy but contact centre have recorded as brown bin. So wrong item delivered. Crews have the right to refuse to empty damaged bins for fear of bin splitting or causing damage to operative or nearby property or parked vehicles.	Contact Centre reminded about recording right container type for new or replacement bins.
101002992509	1	Household Collections	Team Leader Transfer	Partially Upheld		Revision			Member of staff advised that member of the public had a business hence the staff member approached to ask if it was business or household waste. The site attendant should of given the member of public their Team Leaders business card so they could complaint/discuss with them.	Team Leader has made sure staff on site have business cards to hand out and they remember in future that they don't have to give their name but should give the team leaders.
101002997455	1	Household Collections	PA to Head of Service	Upheld			Reimbursement		The contact centre advisor wrongly informed complainant that a storage heater could be picked up as part of a bulky uplift.	Advisor has been informed of the correct information and where to find it on the script.

										Complainant to be given refund.
101003003494	1	Household Collections	Team Lead Operations	Upheld		Revision			Agreed that staff caused the damage due to turning vehicle.	Agreed with customer that no further action required apart from speaking to staff.
101003012539	1	Household Collections	Operations Team Leader	Upheld	Reinforcement				We failed to empty assisted collection bins. We returned and emptied the bins on 3.3.22. Visit to complainant to explain. Contact centre should not have advised lady we would not return.	Crew reminded of this assisted collection.
101003015098	1	Household Collections	Waste Manager	Upheld			Reimbursement		We failed to provide replacement bins within a reasonable timescale. We failed to offer temporary measure.	Partial refund for permit given (for 8 weeks with no service).
101003015830	1	Footpaths/pavements	Information Officer	Upheld	Reinforcement				Apologised for lack of contact from 2019 - 2022. Advised that the footway does not qualify for a footway scheme therefore nothing will be done. Scottish Water toby needs resetting and this will be passed to Scottish Water for action.	Complaint and response passed to Roads Maintenance Manager for consideration as to how enquiries are actioned and closed off to ensure they are responded to so that a complaint does not then arise due to lack of action or contact.
101003021483	1	Other	Information Officer	Partially Upheld		Revision			Part upheld due to failure on not communicating further in December 2021 and not returning calls. Not upheld on the issue of roads maintenance being the cause for the water.	Agreed that not returning calls was unacceptable. Investigation will take place with customer contact centre to find out why calls were not

										recorded and passed on. Agreed to customer providing further video evidence when available. Officers will be in touch further once investigations have taken place.
101003026298	1	Complaint Against Staff	PA to Head of Service	Upheld	Reinforcement				Response sent to customer 21.3.22 to advise that we had not been able to identify driver. Action to be taken was to e-mail departments with further description provided by the complainant. This identified the driver and in accordance with HR policies was dealt with as a staffing matter.	Driver and passengers interviewed with regards to incident. Reminded how to conduct themselves in public regardless of fault.
101003030757	1	Household Collections	Team Leader Operations	Upheld		Revision			Different crew and operatives due to staff absences meant that the assisted collection was missed.	Operatives reminded to check list when carrying out unfamiliar route.
101003031689	1	Household Collections	Operations Team Leader	Upheld		Revision			Advised complainant that drivers should be avoiding school drop off and pick up times as per risk assessments. Failure has been down to route deviations due to roadworks or other circumstances.	Drivers have been reminded about the risk assessments and that they must avoid school times. Monthly briefing will feature an article about this topic.
101002940041	2	Household Collections	Head of Service	Upheld		Revision			We did not deliver bin in agreed timescale. Form issues.	Extended timescale for delivery of bins from 10 to 28 days.
101002982701	2	Road Maintenance	Snr Engineer Roads Maintenance/	Resolution		Revision			Investigator met customer on site and agreed to carry out remedial work to close off	Remedial work to be carried out by 4.4.22

			Head of Service						the complaint. Other issues not investigated.	
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