

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 1 2022/23 – April to June 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1
Total number of complaints received	41	43	51	31	42
Total number of complaints closed	41	43	54	30	40
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	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	39	95%	39	91%	51	94%	28	93%	33	83%
Number of complaints closed - Investigative	2	5%	4	9%	2	4%	2	7%	7	17%
Number of complaints closed - Escalated	0	0%	0	0%	1	2%	0	0%	0	0%

Number of Frontline Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
FRONTLINE	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	22	56%	15	39%	17	33%	18	64%	21	64%
Number of Frontline complaints partially upheld	1	3%	4	10%	10	20%	3	11%	1	3%
Number of Frontline complaints not upheld	16	41%	20	51%	24	47%	7	25%	11	33%
Number of Frontline complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%

Number of Investigative Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
INVESTIGATIVE	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	100%	1	25%	1	50%	1	50%	3	43%
Number of Investigative complaints partially upheld	0	0%	1	25%	0	0%	0	0%	3	43%
Number of Investigative complaints not upheld	0	0%	2	50%	1	50%	0	50%	1	14%
Number of Investigative complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	1	0%	0	0%

Number of Escalated Complaints upheld/partially upheld/not upheld/closed as resolution, as a percentage of complaints closed at each stage										
ESCALATED	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints resolution	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1
Average time in working days for a full response - Frontline	4.1	5.2	4.98	4.11	6.55
Average time in working days for a full response - Investigative	15.5	26.3	19	25	39
Average time in working days for a full response - Escalated	N/A	N/A	21	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	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	32	82%	28	72%	34	73.9%	26	93%	28	85%
Number of complaints closed within 20 working days - Investigative	2	100%	2	50%	2	100%	0	0%	2	29%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	0%	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	2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	5%	0	0%	5	10%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	50%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003034257	1	Complaint Against Staff	Team Leader Transfer	Upheld		Revision			Barriers should have been in place at the back to block access. Signs should be clearer to show which skips are in use and those that are not.	Have spoken to site attendants to make sure signage is improved for skips in use and those that are not. Attendants will make sure barriers are in use and checked.
101002966768	2	Household Collections	Waste Manager	Upheld		Revision			Full review of the original frontline response by the Waste Manager. Additional provided documentation was reviewed. This documentation was not available previously and	The original frontline responses was answered correctly as the supporting evidence was not provided. The supported evidence resulted in this investigation response being upheld and the

									resulted in the assisted collection being reinstated.	assisted collection reinstated.
101003040877	1	Household Collections	Team Leader Transfer	Upheld					The original request (ticket) for the bin was closed in November 2021 without a bin being delivered. The ticket was raised again in January and February for delivery but again did not happen. Team Leader has printed a map and ensured the driver knows where to go to for delivering the bin today (6.4.22).	Team Leader to investigate why the bin was not delivered in November 2021 and why the ticket was closed down. In locations where there may be confusion on property address a map should be provided to driver.
101003048319	1	Complaint Against Staff	Open Space Manager	Upheld	Reinforcement	Revision			Staff members should adhere to code of conduct. Staff were identified and interviewed and they apologised for their conduct.	Staff have been reminded of code of conduct and manager has put in place a period of closer supervision and re-training.
101003048614	1	Footpaths/pavements	Engineer Traffic	Upheld		Revision			Event organisers were spoken to and the bridge access was reopened.	Event organisers will be spoken to again at a post event meeting.

101003049884	1	Other	Open Space Operations Officer	Upheld		Revision			Staff have been reminded to use lawnmower in certain situations and only to use trimmer for cutting edges on low speed.	Staff reminded of impact this can have on properties beside where they are cutting.
101003050018	1	Household Collections	Operations Team Leader	Upheld	Reinforcement	Revision			Council did not make it clear we would return for paper and plastics only and not glass.	To make sure the online alert is clearer in what we will return for when bins are not collected at our fault.
101003052180	1	Household Collections	Waste Operations Officer	Upheld		Revision			The bins were found to be blocking the fire exit.	Bins that should not be stored in the area will be removed. Then all remaining bins will be removed and replaced by larger bins. This will be a temporary solution until a further 5 flats are developed and a different solution will be required.
101003054753	1	Safety Issues	Information Officer	Upheld		Revision			The verge stones should be removed.	Owner will be contacted asking for the verge stones to be removed.
101003056959	1	Household Collections	Team Leader Transfer	Upheld		Revision			All sites should have signs up advising customers that the site closes ten	All sites will be checked to make sure signs are in place.

									minutes before 4pm.	
101003058213	1	Household Collections	Team Leader Transfer	Upheld		Revision			Bin was closed off as delivered a couple of weeks after request (this must of been a mistake). Bin delivered on 3.5.22 and apology given.	Investigate why bin ticket was closed off in error.
101003065567	1	Road Maintenance	Information Officer	Upheld	Reinforcement	Revision		Redress	We did not communicate with customer and this led to the complaint being made. The problem has occurred due to works that took place on the road.	Review of why staff did not communicate with the customer despite reminder e-mails. Works to be carried out to address the issue on the road.
101003067263	1	Household Collections	Operations Team Leader	Upheld		Revision			Explained that there are occasions whereby bins are missed. Explained no return policy but that excess could be left on next collection.	Staff have been asked about the bin but could not see a reason for it being missed. Could be human error.
101003079306	1	Household Collections	Operations Team Leader	Upheld		Revision			Advised that staff have been spoken to and reminded to secure glass bottle bags on collection.	Staff spoken to and reminded about securing glass bottle bag when emptied to stop it blowing in the wind.

101003082159	1	Parking Issues	Transport Support Officer	Upheld		Revision	Reimbursement		After investigation it was discovered that complainant had made payment for parking fine. Called and agreed to refund payment as there is only one parking machine in the car park concerned and another machine would be too far away to consider asking the customer to use.	If the machine is not working in this car park, consider whether excess charge notices are valid due to distance to an alternative machine. Council offices within walking distance are still closed so customer was unable to raise the issue at the time with an officer.
101003082173	1	Household Collections	Operations Team Leader	Upheld		Revision			Spoken to crew and unsure why bin was missed. Advised of no return and excess can be taken to household recycling centre or excess left on next collection.	Crew reminded to be vigilant of bins to be emptied.
101003085351	1	Household Collections	Team Leader Trade & Recycling	Upheld	Reinforcement	Revision			Job ticket was raised on 12.4.22 for bins to be delivered by 12.5.22. This didn't happen as ticket was mixed in with the brown bin deliveries.	Human error resulted in ticket being mixed up. Follow up e-mail to be sent to customer to apologise.

101003089972	1	Household Collections	Team Leader Transfer	Upheld	Reinforcement	Revision			Brown bins have been out of stock. Smaller brown bin should have been offered whilst stock was awaited but this did not happen. Apology given. Will look into why the alternative bin was not offered and why no update was given.	Team Leader will find out why alternative was not offered and no reason given to person meantime. Brown bin was delivered 17.6.22.
101003090416	1	Household Collections	Operations Team Leader	Partially Upheld		Revision			Members of the care team have been presenting the bins for collection hence team members would assume that the assisted collection was not required.	Crews have been reminded this is an assisted collection and through complaint response care team reminded not to touch the bins.
101003092004	1	Household Collections	Team Leader Transfer	Upheld	Reinforcement	Revision			Bins was not delivered - our mistake, the order was overlooked. Unsure why bins were missed, agreed to empty on this occasion. Advised Housing and Property will be in touch directly about rent.	Will review why the bin delivery was missed with the administration team.

101003094189	1	Household Collections	Operations Team Leader	Upheld	Reinforcement	Revision			Unsure why bin was missed. Due to warm weather agreed to return to empty bin.	Although unsure if operatives were at fault, agreed to return to service bin. Policy explained. Crew asked about this location and asked to be vigilant.
101003094509	1	Household Collections	Team Leader Transfer	Upheld	Reinforcement	Revision			Order was not put on the system correctly by the contact centre. Bins were not ordered due to this error. Apologised and arranged to have bins delivered.	Will speak to the staff in contact centre about how to raise orders for bins to ensure this does not happen again.
101003099437	1	Grass	Open Space Manager	Upheld		Revision			Site visit carried out and agreed that grass should have been cut. Now added to the programme for 6 weekly cut.	Staff have now added area to programme.
101003041963	2	Complaint Against Staff	Complaints Officer	Upheld	Reinforcement	Revision			Driver was found to be at fault and frontline response was found to be wrong as the staff member had misinterpreted the complaint handling process when it comes to	Driver has been spoken to and report added to his file. Recommended that managers further brief staff on correct driving standards. Staff member who provided frontline response will be

									staff misconduct issues.	reminded about how to apply the complaint handling procedure with staff misconduct issues.
101003054864	2	Household Collections	Waste Operations Officer	Upheld		Revision			Explained about policy for not collecting missed bins. Advised on this occasion we would return on 2.5.22. Excess can still be left out for next collection on 12.5.22.	Asked complainant to log each time bins are missed so it can be raised with staff.
101003057311	2	Footpaths/pavements	Senior Engineer Roads Maintenance	Partially Upheld	Reinforcement	Revision			First issue about the whinstone setts at the entrance to the driveway is not upheld - not considered an issue and will not be replaced. Second issue about lack of contact from officers is upheld. A review of how contact is made and maintained with customers is required. Lack of contact was not acceptable.	Review of how customers are contacted and how contact is maintained is required.
101003060485	2	Other	Waste Manager	Partially Upheld	Reinforcement	Revision			surface area - damaged and	Staff on site will be reminded to keep a

									<p>warning sign should have been in place - upheld.</p> <p>Staff not administering first aid - if staff had been made aware assistance would have been given, not upheld.</p> <p>Potholes on road - previously advised this is in hand, not upheld. Accident Claim form provided.</p>	<p>watchful eye on the state of the surface and make sure warning signs are put in place.</p>
101003073902	2	Road safety/Traffic Calming	Complaints Officer	Partially Upheld	Reinforcement	Revision			<p>Excessive noise from toucan crossing - explained reasons for the noise level at the crossing. Do not consider it excessive or too loud. Not upheld.</p> <p>Mr Stasiak was wrongly referred to SPSO before being given the opportunity to escalate complaint. This part is upheld.</p> <p>Not responding to e-mail of 30 January 2022 - this part is upheld and Mr Stasiak</p>	<p>Staff have recently been through complaints training which should stop a frontline being signed off with SPSO details. Staff reminded to reply to further e-mails regarding complaints regardless of whether it is a reiteration of first reponse.</p>

