

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 2 2022-23 – July to September 2022

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
Total number of complaints received	43		51		31		42		47	
Total number of complaints closed	43		54		30		40		46	
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 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	39	91%	51	94%	28	93%	33	83%	42	91%
Number of complaints closed - Investigative	4	9%	2	4%	2	7%	7	17%	4	9%
Number of complaints closed - Escalated	0	0%	1	2%	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	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	15	39%	17	33%	18	64%	21	64%	18	43%
Number of Frontline complaints partially upheld	4	10%	10	20%	3	11%	1	3%	5	12%
Number of Frontline complaints not upheld	20	51%	24	47%	7	25%	11	33%	19	45%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	1	50%	1	50%	3	43%	1	25%
Number of Investigative complaints partially upheld	1	25%	0	0%	0	0%	3	43%	0	0%
Number of Investigative complaints not upheld	2	50%	1	50%	0	50%	1	14%	3	75%
Number of Investigative complaints resolution	0	0%	0	0%	1	0%	0	0%	0	0%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2021/22 Q2	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2
Average time in working days for a full response - Frontline	5.2	4.98	4.11	6.55	3.76
Average time in working days for a full response - Investigative	26.3	19	25	39	24.75
Average time in working days for a full response - Escalated	N/A	21	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	2021/22 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	28	72%	34	73.9%	26	93%	28	85%	35	83%
Number of complaints closed within 20 working days - Investigative	2	50%	2	100%	0	0%	2	29%	2	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	0%	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 Q2		2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	5	10%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003099029	1	Household Collections	Team Leader Transfer	Upheld	Reinforcement	Revision			Admin error led to delay in delivering bins.	Team leader to investigate and ensure does not happen again. Advise customer of any delays.
101003102030	1	Household Collections	Team Leader Operations	Partially Upheld	Reinforcement	Revision			Issues with e-mail address. Difficult to know whose bins are located outside but agreed as a number was seen that we would write to the householder reminding them to remove their bins after emptying as soon as possible.	Reported e-mail address issues to ICT.
101003106306	1	Grass	Open Space Manager	Upheld	Reinforcement	Revision			We have not carried out ground works due to staffing and machinery issues.	Advised works are programmed but unable to give timescale.
101003106340	1	Road Maintenance	Roads Programme Technician	Upheld	Reinforcement	Revision			Issue with the drain causing water to run into the driveway. Site visit was carried out and complainant spoken to.	Agreed to carry out work to the drain to stop water running into driveway. Sandbags issued meantime for during heavy rainfall.

101003106425	1	Household Collections	Operations Team Leader	Upheld	Reinforcement	Revision			Bins were missed due to a temporary crew on this run.	Advised crew of this assisted collection for next time.
101003106589	1	Household Collections	Team Leader Operations	Partially Upheld	Reinforcement	Revision			Team leader apologised for no contact due to annual and sick leave. Visited site, no house name on bins. Bins were contaminated but on this occasion Team Leader emptied them. Asked household to confirm if location is correct.	Reminder to householder not to contaminate bins. Ensure out of office with alternative contact is in place if on leave.
101003108826	1	Parking Issues	Consultancy Manager	Upheld	Reinforcement	Revision			There was signage in the car park but the bays reserved for electric vehicles are not marked, therefore it was not clear.	Will review signage and bay markings within the pay and display car parks to ensure they are correct.
101003111299	1	Complaint Against Staff	Contract Coordinator	Partially Upheld	Reinforcement	Revision			The complainant claims the driver swore at another driver. Driver was interviewed along with a second man in the vehicle and both deny swearing. Staff member advised that the vehicle was being driven by someone using a mobile phone and caused issues at 3 roundabouts.	Driver reminded of the behaviour expected of him whilst driving a council vehicle. Note added to file.
101003114645	1	Grass	Open Space Operations Officer	Upheld	Reinforcement	Revision			Assumption made that whilst mowing grass the pot has been caught and damaged.	Agreed that if the lady can find a suitable container we will refund the cost.
101003114819	1	Household Collections	Team Leader Operations	Upheld	Reinforcement	Revision			Bins not emptied again. Arranged for them to be emptied 21.7.22. Advised that crew will be spoken to.	Crew to be spoken to - find out why this keeps happening.

101003115993	1	Complaint Against Staff	Waste Manager	Upheld	Reinforcement	Revision			Driver was following to close to vehicle in front.	Driver has been interviewed in regards to manner of driving and what is expected of council employee. Note added to personnel file.
101003116044	1	Other	Operations Team Leader	Upheld	Reinforcement	Revision			Toilets inspected and found to be in unacceptable condition.	Arranged for a high standard of cleanliness next time they are cleaned. Arranged repair of locks on cubicles and repair flushing system as not fit for purpose.
101003119298	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Error was found in collection calendar	Bin will be serviced on the usual day.
101003120324	1	Household Collections	Operations Team Leader	Partially Upheld	Reinforcement	Revision			Unsure why bin was missed. Could have been the result of a different crew.	Reminder to crews on unfamiliar routes to check assisted collection addresses.
101003125305	1	Household Collections	Team Leader Operations	Upheld	Reinforcement	Revision			Fly tipped items are at the rear of Well Road. Waste tried to remove items but were met with resistance from resident. Waste contacted Housing Officer to investigate and liaise with householder. Items will then be removed.	Items cannot be removed by waste team until housing officer has liaised with householder. Waste team remove fly tipped items when they are reported to us or staff find them on their rounds.
101003130158	1	Complaint Against Staff	Open Space Operations Officer	Upheld	Reinforcement	Revision			The broken windows were caused by strimming and stones being thrown up. Accident claim form has been filled in and submitted to council's insurance company. Internal staffing issues will be dealt with separately.	Housing have been advised about the stones that have been laid by the tenant. They make the grass unable to be cut. Staffing issues will be dealt with internally.
101003137348	1	Complaint Against Staff	Head of Environmental &	Upheld	Reinforcement	Revision			Lady was insistent that staff made the rude gesture as she tried to	Chargehand was spoken to and squad deny the incident. Chargehand

			Commercial Services						edge out of the junction. The staff were blocking the junction and the view. She says she said 'excuse me' but got met with the gesture.	reminded about how staff should conduct themselves in public.
101003137919	1	Other	Team Leader Operations	Upheld	Reinforcement	Revision			Road Sweeper was in the location at the time stated. Agreed that it did disturb complainant and neighbours.	Agreed a later start time at that location with driver.
101003142904	1	Public/School transport	Planning Officer Community Transport	Upheld	Reinforcement	Revision			Although it was a mistake that the bus started when the horse passed it was still driver error.	<ol style="list-style-type: none"> 1. Interview the driver to get a full and comprehensive account 2. Remedial training in route management 3. Remedial training in the highway code - 4. Remedial training in accident procedures. 5. Tool Box talk to all drivers reminding them of responsibility with regards to horse movements and operating on rural / farm roads. 6. Follow HR policy with respect to any formal discipline if the evidence supports that course of action.
101003145205	1	Household Collections	Team Leader Operations	Upheld	Reinforcement	Revision			Lunan Road enquiries have been directed to an area of the system that is not monitored and this is why an assisted collection was not set up.	This error has now resolved. An assisted collection has been put in place. An operative attended the property and emptied the green bin.
101003145399	1	Household Collections	Team Leader Transfer	Upheld		Revision			Bulky uplift was not collected. Unsure why. Collection made 13.9.22.	Unsure why the uplift didn't take place. Team advised.

