

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 4 2023-24 – January to March 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4
Total number of complaints received	60	55	78	82	85
Total number of complaints closed	60	51	78	77	90
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	2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	58	97%	47	92%	75	96%	71	92%	82	91%
Number of complaints closed - Investigative	2	3%	4	8%	3	4%	6	8%	6	7%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	2	2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	21	36%	22	47%	32	43%	29	41%	29	35%
Number of Frontline complaints partially upheld	1	2%	2	4%	2	3%	5	7%	6	7%
Number of Frontline complaints not upheld	36	62%	23	49%	41	55%	37	52%	47	57%
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	2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	25%	1	33%	0	0%	1	17%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	2	100%	3	75%	2	67%	6	100%	5	83%
Number of Investigative complaints resolution	0	0%	0	0%	0	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	2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	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%	2	100%
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	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4
Average time in working days for a full response - Frontline	3.91	2.98	3.67	3.93	3.63
Average time in working days for a full response - Investigative	17.50	16.50	14.33	17.83	35.17
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	22.50

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	2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	52	90%	47	100%	66	88%	59	83%	73	89%
Number of complaints closed within 20 working days - Investigative	2	100%	3	75%	3	100%	3	50%	2	33%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	0	0%	0	0%	1	50%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised											
EXTENSIONS		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline		0	0%	0	0%	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%

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
101003454466	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Loose gravel chippings from recent pothole patch were swept and removed from driveway. Drain will be cleaned out.	Issue was not significant but works carried out to resolve.
101003455722	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Works carried out in January 2022 have not fully solved the issue. Advised required to replace gully, is in the programme. Scottish Water might need to be involved if further investigation points towards sewer capacity.	Staff member did not acknowledge or answer enquiry. Made Roads Maintenance Manager aware to find out if system that was put in place is no longer working.
101003456982	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised that employee has been spoken to and reminder sent to other sites about dealing with members of the public. Apology given for any upset.	Advised employee has been spoken to.
101003457783	1	Lairs	Grant Speed	Upheld	Reinforcement	Revision			Apologised for the condition of cemetery and advised of action to be taken to carry out repairs.	Advised that wet weather has made ground conditions quite soft and wet. Signage placed at entrance to advise visitors.
101003458520	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Driver advised that another lorry was servicing bins and they were supposed to empty it but forgot. Apologised and advised it will be emptied today.	Advised we would return to empty bin. Human error to blame.

101003462187	1	Other	Andy Hay	Upheld	Reinforcement	Revision			We have advised our driver to stop sweeping exactly at the speed limit sign so as to remove any future problems with litter being left on the road near your address.	Advised driver to stop sweeping so close to address to limit mess.
101003462202	1	Household Collections	Mike Neary	Upheld	Reinforcement	Revision			Apologised for the experience her husband had. Advised how staff are supposed to communicate and that layout and signage are under review. Advised JCB is only to be used when quiet and with a banksman if possible.	Advised that staff will be reminded regularly about how to communicate with the public and of site rules and regulations.
101003462214	1	Complaint Against Staff	Mike Neary	Partially Upheld	Reinforcement	Revision			Along with social media posts, signs were in place from 20.12.23-8.1.24 to advise not accepting wood and second attempt customer made the skip was full. With regards to the way the site attendant spoke to the customer, we were advised the attendant made a report to the police and was investigated and the matter closed. Advised that employee was reminded about communication, but it was a two way conversation/altercation.	Advised member of staff spoken to about communicating with the public.
101003465743	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Advised that we already knew about issues and had already written to the householder to advise of removing bins to within curtilage of property.	Location continues to be monitored but this was already in progress prior to complaint.
101003466130	1	Household Collections	Gordon Robertson	Partially Upheld	Reinforcement	Revision			Advised that a medical waste bin has been supplied. The larger bin has been removed as they don't qualify for it. Was explained in phone call and followed up by e-mail.	Council should not have entered property to retrieve bigger bin so apology given. Explained reasons for action. Was explained in phone call and followed up by e-mail.
101003467719	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Nothing in place to assist customers with visual and voice disabilities to make bookings via the available app. E-mails taking too long to be answered.	Agreed with customer services booking e-mails to be given priority and looked at every day to ensure no delays.

101003471908	1	Winter Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Apologised for any discomfort caused to daughter. Complaint does not state where the incident took place. Advised drivers have been reminded to be aware of proximity of footways and to look out for pedestrians.	Drivers reminded to look out for pedestrians to stop a similar incident taking place.
101003483940	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Staff member forgot to give the ticket for the uplift to the crew. Phone call made and apology given for mistake. Customer asked about a refund and this will be followed up with Waste Manager.	Mistake made. Will seek approval for refund.
101003484665	1	Other	Andy Hay	Upheld	Reinforcement	Revision			Advised that bin will be emptied twice weekly and volume of waste monitored.	Advised/reminded staff of the bin and requirement to empty. Have changed frequency.
101003486421	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Advised streets reported will be inspected and any potholes and safety defects will be logged for repair.	Works previously carried out to repair potholes seem to have come undone due to weather issues and need to be looked at again.
101003488511	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Crew went to site but did not look in bag that was left as it was not on the job sheet to look in a bag.	Advised crew spoken to and they returned to site. Crew reminded that they carry a mobile phone and should have called Team Leader for advice.
101003488686	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Didn't attend to bins on 17th due to weather. Returned on 26th. Advised information was available on website. Advised bins should be out by 7.30am as route has now changed and this house now first on the run.	Customer Services did not explain no return policy.
101003488771	1	Other	Mike Neary	Upheld	Reinforcement	Revision			Advised that works are planned but were delayed due to weather. Advised that red and white barriers are in place to improve flow of traffic. Advised about applying for brown bin permit.	Will carry out repairs when there is a break in weather.

101003491267	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Gully clear but water passing by rather than flowing into gully. Will add to list of future jobs to be carried out. Might lower and shape gully to direct water the right way.	Gully not working right so only way to prevent further issues is to add to list for carrying out work to rectify.
101003505183	1	Road Maintenance	Janice Legge	Partially Upheld	Reinforcement	Revision			With regards to gritting, only the A941 is a priority 1 route. With limited resources, we are duty bound to deal with all priority 1 routes first before moving onto lower priorities. Unfortunately, unavoidable mechanical and staffing issues meant gritting was incomplete, we will endeavour to ensure this doesn't happen again however some circumstances are out with our control. We need to revisit the site during a period of heavy rainfall to re-assess the operation of the gullies. Gullies were cleaned in Nov 2023 with the blocked gully outside your property full of a yellow cement. There is provision on our reserve list to look at Drainage & Other Works, but we were unable to progress this, due to Scottish Water issues with their sewer on Spey Road. The repair carried out was to investigate a sinkhole in the carriageway, which we discovered to be a collapsed Scottish Water sewer. Scottish Water instructed us to carry out the repairs to their sewer pipe, and reinstate the area excavated only. This work will be inspected by an officer for any surface failure.	council failed to carry out winter maintenance gritting works. This was unavoidable due to mechanical and staffing issues.
101003505468	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Asked driver about missed glass, advised lorry was blocking half of the street so left with intention of returning but forgot.	Rest of street was serviced on the saturday instead. Apology given.

101003509311	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Advised the time the wagon was on the street. Advised missed due to human error.	Will return on this occasion. Explained we have a no return policy.
101003511087	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			cctv footage viewed from the bus and agree bus left with 2 more pupils than bus had capacity for. driver made no attempt to check if pupils were seated or wearing seatbelts. Also didn't check passes so might have had pupils on the bus that shouldn't have been.	Warning issued to driver. Manager at bus company apologised. Code of conduct re-issued to coach company and all drivers must sign to say they have received a copy.
101003511114	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			cctv footage viewed from the bus and agree bus left with 2 more pupils than bus had capacity for. Driver made no attempt to check if pupils were seated or wearing seatbelts. Also didn't check passes so might have had pupils on the bus that shouldn't have been.	Warning issued to driver. Manager at bus company apologised. Code of conduct re-issued to coach company and all drivers must sign to say they have received a copy.
101003514815	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			cctv footage viewed from the bus and agree bus left with 2 more pupils than bus had capacity for. Driver made no attempt to check if pupils were seated or wearing seatbelts. Also didn't check passes so might have had pupils on the bus that shouldn't have been.	Warning issued to driver. Manager at bus company apologised. Code of conduct re-issued to coach company and all drivers must sign to say they have received a copy.
101003517715	1	Lighting	Janice Legge	Upheld	Reinforcement	Revision			Advised someone from Street Lighting team visited property and met with female resident. Advised that cost to move column would be provided.	Investigation into why contact was not made before a complaint was made.
101003517741	1	Lighting	Alison Forteath	Upheld	Reinforcement	Revision			Advised there is an SSE fault. It has been reported to them with a target date of 5.4.24. Apologised for lack of contact.	Although this is an SSE fault the team should have made contact to acknowledge report.
101003519666	1	Road Maintenance	Janice Legge	Upheld	Reinforcement				Works to be carried out to address issues. Target completion date 18/03/24	Carry out works to clear issues. Technician to make contact and visit to discuss issues.

101003527200	1	Household Collections	Andy Hay	Partially Upheld	Reinforcement	Revision			Attended house, bin had branches stuck to black plastic liner. Bin now emptied.	Bins to be checked for issues such as sticks stopping contents being emptied.
101003527548	1	Complaint Against Staff	Donald MacRae	Upheld	Reinforcement	Revision			Advised that employee was interviewed and reminded gestures are not helpful to anyone, should remain professional at all times.	Employee was interviewed and reminded to be professional at all times whilst driving.
101003531632	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			Different escort to be used Arrangements then put in place to have a different taxi and driver and escort for future journeys.	Escort interviewed, photo deleted from personal phone guidance given.
101003532049	1	Other	Fiona Burnett	Upheld	Reinforcement	Revision			apologised for the delay in delivering bin. Records show it was delivered at the same time as your other bins.	Crew delivered correct bin on 25.3.24.
101003533719	1	Road Maintenance	Mike O'Brien	Upheld	Reinforcement	Revision			3 previous calls made logged as enquiries. team had to bundle together several sites that needed to be swept across east and west of moray. Will get back in touch to advise when further sweep will take place.	although calls were updated with action to be taken customer was not advised.
101003534848	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Advised that surface is old and worn and can cause potholes and ponding. routine inspections will continue until surfacing can be carried out.	Work can only take place once funding is allocated to area.
101003535925	1	Other	Fiona Burnett	Upheld	Reinforcement	Revision			crew will deliver bin today. apology given. advised we have not had any enquiries raised since January so not sure what has happened there.	requires full investigation on why follow up calls not logged. bin delivered, complainant happy complaint closed.
101003415819	2	Road safety/Traffic Calming	John Black	Upheld	Reinforcement	Revision			1. had to chase up e-mails to get response. 2. was left feeling like an foi was submitted when data had already been deleted. 3. complaint process from stage 1 to 2 was not handled correctly.	Reminded respond within reasonable timescale. clearer explanation on submission of an foi to be provided and guidance on the process for stage 1 to 2. Complaints officer has updated the database instructions for this aspect of complaint handling.