

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 1 2024-25 – April to June 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1
Total number of complaints received	55	78	82	85	88
Total number of complaints closed	51	78	77	90	84
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	47	92%	75	96%	71	92%	82	91%	75	89%
Number of complaints closed - Investigative	4	8%	3	4%	6	8%	6	7%	9	11%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	2	2%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	22	47%	32	43%	29	41%	29	35%	36	48%
Number of Frontline complaints partially upheld	2	4%	2	3%	5	7%	6	7%	8	11%
Number of Frontline complaints not upheld	23	49%	41	55%	37	52%	47	57%	31	41%
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	1	33%	0	0%	1	17%	2	22%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	3	33%
Number of Investigative complaints not upheld	3	75%	2	67%	6	100%	5	83%	4	45%
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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	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%	2	100%	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	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1
Average time in working days for a full response - Frontline	2.98	3.67	3.93	3.63	3.39
Average time in working days for a full response - Investigative	16.50	14.33	17.83	35.17	21.56
Average time in working days for a full response - Escalated	N/A	N/A	N/A	22.50	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	2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	47	100%	66	88%	59	83%	73	89%	69	92%
Number of complaints closed within 20 working days - Investigative	3	75%	3	100%	3	50%	2	33%	3	33%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	0	0%	1	50%	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		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1	
		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%

Q1 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003537861	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised the crew to empty the bin. Attended property to exchange it for an empty one. Apology given.	Apology given.
101003538502	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Roads inspector visited site and has raised a works order to use a digger to clean blocked culvert pipe exit going away from road into wood, clear several inlet pipes to culvert crossings and also to clean offlets	Enquiry had already been received about issue but had not been resolved.
101003539641	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Advised that permit was purchased on 6.3.24 and cut off to guarantee delivery was 5.3.24. Advised posted by external company so should be on the way. Advised that operatives can't always guarantee no damage to daffodils as they are on the verge and no permission has been given to plant them as far as we are aware. Advised there is no footpath for operatives to walk on.	Advised permit is on the way. Advised operatives will try to take care not to damage daffodils on verge.

101003539918	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Crew reminded that bin only has food waste in and should be collected. Customer spoken to on the phone and apology given and followed up by e-mail.	Crew reminded that bin only has food waste in and should be collected.
101003546414	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised that sofa was too heavy for crew to lift as it had been left in the rain. Advised they returned to uplift but it was still too heavy. Apologised for lack of contact and not advising why it had been left.	Apology given. Crew reminded to contact the office so an update can be given to the customer.
101003547677	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apologised for bins being missed. Arranged to have them serviced 15.4.24. Advised will speak to staff to find out why bin missed and to ensure it doesn't happen again. Assisted collection list printed off again.	Assisted bin collection list printed again for crew.
101003547808	1	Road Maintenance	Mike O'Brien	Upheld	Reinforcement	Revision			Previous enquiries not responded to. Advised that there are some outstanding instructions for repairs and also await finalising 24/25 works programme.	Respond to enquiries or update customer.
101003547944	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Explained the booking system and why it is in place. Advised that we are trialling same day bookings to see if it works.	Apology given. Same day booking being trialled and if successful will be implemented.
101003549350	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Original request was closed off as completed. Further enquiry to chase up reactivated the job but the ticket was not printed off in error. Apology given and bin delivered.	Mistake made whereby ticket was closed off first time and then not printed off second time. Employee to take more care checking off requests.
101003549756	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apologised if delivery timescale was not given when order was placed. Apology given for lack of communication as enquiry	Advised staff to communicate better with customers when calls are raised advising of timescales.

									dated 4.4.24 was not answered as it did not ask for a call back. Further enquiry raised was not answered before complaint came in.	
101003550195	1	Road Maintenance	Alison Forteath	Upheld	Reinforcement	Revision			Quote sent to complainant. Unable to determine why it has taken so long for this to be done.	Staff to follow up on enquiries so that they don't turn into complaints.
101003551001	1	Household Collections	Gary Youngson and Diane Anderson	Partially Upheld	Reinforcement	Revision			Business visited and advised bins could not be used that were left from when the building was used as a domestic building. Bins removed. Any issues with parking on yellow lines to be reported to police scotland	bins removed, business spoken to.
101003553190	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apologised. Two jobs were raised for this replacement bin and both were closed out in error.	Apology given.
101003553237	1	Complaint Against Staff	Paul Giles	Upheld	Reinforcement	Revision			Advised that team spoken to and advised that the dip in the road would have made it harder to spot the vehicle in the road.	Staff spoken to, advised staff member to take more care when trying to slow traffic.
101003554150	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Unsure why bins were missed. Advised wagon was there at 8.50am. Advised no return policy. Advised excess can be picked up.	Remind crews about address. Pick up excess on next collection day.
101003554348	1	Household Collections	Gordon Robertson	Partially Upheld	Reinforcement	Revision			Advised that due to delays with permits being received for a period of time brown bins with old permits or no permits on have been serviced. That will now stop now that residents have received permits.	Ensure crews no longer pick up brown bins with out of date or no permit.
101003554511	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			23ltr caddy is used and it can be difficult for	Apology given. Bin emptied

									operatives to see in amongst bins. Apologised for it being missed and because it has been missed on two occasions agreed to return to empty.	
101003555731	1	Lighting	Alison Forteath	Upheld	Reinforcement	Revision			Telephone call made to clarify issues. E-mail sent with quote to relocate column.	need to determine at the offset if the correct department has been determined.
101003556874	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apologised for inconvenience caused. Advised that crew returned to empty the brown bin and to familiarise themselves with area so that bin is not missed again.	Apology given. Bin emptied. Staff spoken to.
101003559869	1	Household Collections	Fiona Burnett	Upheld		Revision			Bins not delivered on time due to changes in delivery service. Apology given for not calling back as this was not stated on the chase up.	Bins Delivered 6.5.24, apology given for delay and no communication.
101003560933	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apologised for condition of bin delivered. Attended property with replacement.	Remind crews to deliver clean bins.
101003563680	1	Complaint Against Staff	Janice Legge	Partially Upheld	Reinforcement	Revision			Advised that staff left enough room for vehicles to pass. Sweeper driver did say he would move but driver did not hear and decided to pass. Road workers are public facing but can be hesitant until mood of member of the public is established.	part upheld as the vehicles could have been in a different position that would have made it more obvious to drivers that they could pass.
101003568042	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Advised that crew have been reminded to try and use either stop/go signs or use a lookout to keep road users aware. Closing the road would have created a 20-30 mile diversion.	Speak to crew about stop/go boards or lookout for future works.
101003568340	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Confirmed that operative's van was full and he had to	Advised that operative will keep an eye on this bin

									return to Forres to empty the van. Advised there are 24 litter bins in Burghead and dog walkers should not keep filling a full bin when there are other bins to use. Dog walkers can also use their own home green bin to dispose of dog waste.	and try to make sure it is not over filled.
101003569464	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Advised that we didn't have enough time to finish route. Portal was updated to say we would return next day. Customer had bin out next day but it was not emptied.	Bins were emptied 21.5.24.
101003569891	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Advised that bin was not emptied and tagged as it contained bag with concrete. Checked with contact centre who wrongly advised bin would be emptied, due to this mistake we returned to empty bin. It contained plastic pots and to enable emptying the pots were removed from the bin.	Contact Centre were advised that wrong information was given to the customer.
101003574459	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Spoke to complainant on the phone and advised driver has been spoken to and reminded not to speak to a member of the public in the wrong manner and that he is a representative of the council. When asking someone to move it should be done in a polite manner.	Driver spoken to and reminded he is a representative of the council.
101003577267	1	Grass	Grant Speed	Partially Upheld	Reinforcement	Revision			Apologised for the dead seagull being run over by the grass cutting machine. Advised staff will be reminded to check for debris before commencing. Advised that strimming is done on a different schedule. Advised that weeds are no longer treated	Staff spoken to about checking for debris before commencing cutting.

									with as much herbicide as before.	
101003577510	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Advised that mistakes can be made when there are 2 operatives working the same route whereby 1 thinks the other has serviced the bin.	Staff were spoken to and advised of issue with bin not being emptied. Reminded to be vigilant when working the same route.
101003577712	1	Grass	Grant Speed	Partially Upheld	Reinforcement	Revision			Advised that we are behind schedule due to staff issues, breakdowns, wet weather. Cutting and strimming are done on different frequencies hence strimming has not been done. Advised that clippings are not collected.	Advised that areas will continue to be cut when weather and resources allow.
101003577837	1	Grass	Grant Speed	Upheld	Reinforcement	Revision			Apologised for any distress caused but cutting was carried out when the grass was still very wet causing it to stick to headstones. Reminder to team to use blower after cutting if tis is the case.	Reminder to staff to use blower.
101003578888	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Unable to determine why the bin was not emptied. Can uplift excess upon next collection if necessary. advised of the no return policy.	asked crew if they remembered missing bin. asked them to uplift excess on next collection.
101003579726	1	Grass	James Hunter	Upheld	Reinforcement	Revision			We will order new bark chippings to be put down in the next few weeks. Advised the park is inspected monthly by us and annually by an external. Advised we are behind grass cutting due to wet weather.	Apology given. New bark ordered and grass will be cut when we are back on schedule.
101003581683	1	Complaint Against Staff	Rick Cooper	Upheld	Reinforcement	Revision			Advised that member of staff will be interviewed and will be dealt with in accordance with policy and procedures.	Staff member to be interviewed. Toolbox talks/refreshers training to be provided to whole team.

101003582630	1	Road Maintenance	Glen Hopkins	Upheld	Reinforcement	Revision			Attended property to clean tar. E-mail sent to advise and to apologise.	Staff spoken to with regards to checking works and property around them when carrying out surfacing.
101003582642	1	Other	Janice Legge	Upheld	Reinforcement	Revision			Advised that a member of staff met complainant on 11.6.24 and agreed to have car valeted.	During the process it looks like it has gone into aerosol form. Staff made aware of damage done.
101003582650	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			The original enquiry in November 2023 was closed down with the customer being contacted as staff advised the issues were known issues that had been logged. Advised customer that there are numerous defects outstanding for repair.	Staff member advised that the customer needed a response to the enquiry and was unaware of what action we had taken without this. Hence a complaint was then made and this could have been avoided.
101003583892	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Telephone call made and apologised for bin not being collected. Advised it would be done within the next 20 minutes.	Reminder to crew to be vigilant to empty all bins presented.
101003586740	1	Grass	James Hunter	Upheld	Reinforcement	Revision			Apology given. Team Leader visited complainant at home and agreed to maintain distance of 1ft from the edge of bed to prevent re-occurrence.	Apology given. Staff to be advised how much distances to cut from flower bed.
101003587606	1	Complaint Against Staff	James Hunter	Upheld	Reinforcement	Revision			Advised that staff member should not have fed the seagull. Advised team leader will formally manage matter with staff member to ensure he understands impact of actions.	Advised team leader will formally manage matter with staff member to ensure he understands impact of actions.
101003588448	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Spoken to crew and not aware of why bins would be missed. Advised about no return policy. Agreed to uplift excess on next collection.	Reminded crews to remain vigilant to all bins when on route.

101003589035	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Apology given after footage viewed of vehicle passing with excess surface dressing chips and further footage of staff member being rude to driver of vehicle.	Advised member of staff cautioned by his manager and reminded how to treat members of the public. Asked if insurance claim forms are required.
101003592839	1	Complaint Against Staff	Mike Neary/Fiona Burnett	Upheld	Reinforcement	Revision			Phonecall made to complainant and their mother. Advised site attendant thought that she was the lady who had a code to the gate in order to attend to her horses. Advised that the site attendant should have double checked before locking the gate. Advised that mistakes had been made with the out of hours service in that they did not have the correct contact information for the waste team.	Site attendant to check to make sure no persons are on the inside of the gate without knowing why. Advised that out of hours service now have correct contact information.
101003593532	1	Safety Issues	Paul Giles	Upheld	Reinforcement	Revision			Voicemail left to advise that we have inspected the site and have cut the grass. Apology given.	Site is attended to on a regular basis but wet and warm weather has seen all verges/grass grow more than usual.
101003527068	2	Lairs	James Hunter / Nicola Moss	Partially Upheld	Reinforcement	Revision	Reimbursement		Investigation carried out. Advised that it is partially upheld as we failed to provide correct information on lair dimensions.	Staff to be re-trained on the different sizes depending on what it is - headstone for ashes or headstone for grave. Waived the fee as a gesture of goodwill.
101003537245	2	Lairs	Paul Wolverson	Upheld	Reinforcement	Revision	Reimbursement	Redress	Pre-purchased lair sold to another person. Advised complainant of reason why this happened. Asked complainant if they would be willing to be allocated another lair at no cost (and refund the original cost of the lair).	Costs waived.

101003548262	2	Other	Nicola Moss	Partially Upheld	Reinforcement	Revision			<p>Agreed that customer care guidelines have not been followed as no response was given in a timely manner. This resulted in a complaint. Action for manager to ensure customer contact is acknowledged and realistic timescales given for reply. Informed that work to replace the railings has been added to the list but will not be decided about until next financial year.</p>	<p>Manager to ensure customer contact is dealt with within the guidelines. Railing replacement work added to the list of proposed works for 2025.</p>
101003551662	2	Lighting	Janice Legge	Upheld	Reinforcement	Revision			<p>By mistake the service put out a frontline response to answer the investigation complaint. Head of Service advised. Apologised for the delay, staff not trained on ladders or mobile scaffold and that is required to fix this light as it is on a set of steps. Advised that staff will be trained June 2024 and then works will be carried out to fix light.</p>	<p>Staff reminded this was an investigation complaint that should have been closed off by head of service and SPSO details given. Will be followed up to make sure light is fixed.</p>
101003565986	2	Household Collections	Paul Wolverson/Nicola Moss	Partially Upheld	Reinforcement	Revision			<p>The policy position is that Mr Scholes is not technically entitled to the larger capacity bin so the response given at frontline was correct. However after investigation and taking account of interpretation of the policy and what happens when a criteria or law changes and any person who originally met that criteria should not be affected by a change, it has been decided to leave the larger bin.</p>	<p>Dependant on interpretation of criteria/policy/change being implemented. This is subject to any further future changes.</p>

