

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 2 2024-25 – July to September 2024

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
Total number of complaints received	78		82		85		88		94	
Total number of complaints closed	78		77		90		84		94	
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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	75	96%	71	92%	82	91%	75	89%	84	89%
Number of complaints closed - Investigative	3	4%	6	8%	6	7%	9	11%	9	10%
Number of complaints closed - Escalated	0	0%	0	0%	2	2%	0	0%	1	1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	32	43%	29	41%	29	35%	36	48%	42	50%
Number of Frontline complaints partially upheld	2	3%	5	7%	6	7%	8	11%	10	12%
Number of Frontline complaints not upheld	41	55%	37	52%	47	57%	31	41%	32	38%
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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	0	0%	1	17%	2	22%	2	22%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	3	33%	3	33%
Number of Investigative complaints not upheld	2	67%	6	100%	5	83%	4	45%	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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	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%	2	100%	0	0%	1	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	2023/24 Q2	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2
Average time in working days for a full response - Frontline	3.67	3.93	3.63	3.39	3.74
Average time in working days for a full response - Investigative	14.33	17.83	35.17	21.56	27.67
Average time in working days for a full response - Escalated	N/A	N/A	22.50	N/A	35

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 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	66	88%	59	83%	73	89%	69	92%	71	85%
Number of complaints closed within 20 working days - Investigative	3	100%	3	50%	2	33%	3	33%	4	44%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	1	50%	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		2023/24 Q2		2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2	
		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%

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
101003594895	1	Complaint Against Staff	Donald MacRae	Upheld	Reinforcement	Revision	Reimbursement		Driver was interviewed and advised that a reversing manoeuvre was already in place when the passenger wanted to board. Driver did gesture at passenger to indicate they could not stop. This is in line with protocols at the bus station. Complainant advises this is not the case and that the bus had not started a manoeuvre. Agreed to refund the taxi fare.	Apology given. Refund given.
101003595888	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Unable to call complainant due to screening of calls. E-mail sent to advise that we assume the bin was either taken by a neighbouring property or it fell in the back of	Unable to determine what happened to the bin. Replacement ordered and now delivered. Apology given.

									the waste wagon whilst being emptied.	
101003596370	1	Complaint Against Staff	Grant Speed	Upheld	Reinforcement	Revision			Apology given. Advised staff have been reminded to use the public road for accessing sites where possible. If they have to use off road areas the utmost care will be taken.	Apology given. Staff reminded.
101003596748	1	Lairs	Grant Speed	Upheld	Reinforcement	Revision			Apology given for the mess and poor image. Arrangements being made to clear area.	Apology given. Area will be cleared.
101003597653	1	Complaint Against Staff	Andy Hay	Upheld	Reinforcement	Revision			Voicemail left. Once he rang back he informed he was on holiday. We agreed to call when home. Will add a note to the complaint record once he has been spoken to.	Staff will be spoken to and reminded about safe driving etc.
101003598185	1	Household Collections	Lorna Davidson/Sharon Mair	Upheld	Reinforcement	Revision			Advised that unable to determine why bin was missed. Policy is not to return but on this occasion we returned to empty bin. Advised of no return policy.	Advised the complaint is upheld as we are unable to determine why the bin was missed.
101003600283	1	Complaint Against Staff	Sharon Mair	Upheld	Reinforcement	Revision			Advised that driver has been spoken to and reminded not to leave vehicle running.	toolbox talk to be carried out on vehicle safety for all drivers at next staff briefing.
101003602362	1	Other	Donna Kelly/Lorna Davidson	Upheld	Reinforcement	Revision			Advised that the e-mail for an m connect booking should have been picked up within	Reminder to all staff in customer services about picking up m

									24 working hours. and advisor should have acknowledged the first e-mail.	connect booking e-mails within 24 working hours.
101003602581	1	Complaint Against Staff	Gordon Robertson	Upheld	Reinforcement	Revision			Apology given. Advised this is not the behaviour we expect. Advised staff spoken to about interacting with the public.	Apology given. Staff spoken to.
101003603942	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Unable to determine who is at fault. Advised of no return policy. Excess can be left next collection or taken to a HWRC.	Apology given. Crew spoken to but don't recall missing anything.
101003604450	1	Lighting	Janice Legge	Upheld	Reinforcement	Revision			Advised staff attended course but not enough to be able to use scaffolding. Advised agency member of staff taken on who can operate scaffolding. Advised it will be done next week.	Apology given. Advised about member of staff starting who can use scaffolding.
101003606500	1	Household Collections	Andy Hay	Partially Upheld	Reinforcement	Revision			Advised that on one occasion crew could not get bins out due to a van blocking access. On other occasions bins were put out by someone else and therefore crew unsure if service required. Call received 7.6.24 to advise bins missed but there was no collection on that day.	Advised crew that service still required.

101003607832	1	Other	Grant Speed	Upheld	Reinforcement	Revision			Apology given. New member of staff is still gaining experience. Verges will be cut again.	Apology given. Further cut to take place.
101003608247	1	Household Collections	Gordon Robertson	Upheld	Reinforcement			Redress	brown bin being missed on several occasions and the inconvenience it may have caused.	reminded the crew that your bin has been missed several times and that they will need to remember to service it going forward.
101003608266	1	Recycling	Gordon Robertson	Upheld				Redress	Delay in removal of blue bin	
101003609515	1	Footpaths/pavements	Janice Legge	Upheld	Reinforcement	Revision			Advised that Council will return to repoint stonework.	Stonework attended to.
101003609915	1	Household Collections	Jim Durkin	Upheld				Redress	collection advise note was misplaced and only recently reprinted.	
101003610908	1	Complaint Against Staff	Rachel Alban	Upheld	Reinforcement				did not speak in the appropriate manner	Operative will be spoken to with regards appropriate manner
101003611754	1	Household Collections	Mike Neary	Upheld	Reinforcement	Revision	Reimbursement		Records checked and refund of £2753.92 issued. Apology given for mistake.	Apology given for mistake. Records updated.
101003611985	1	Lighting	Janice Legge	Partially Upheld	Reinforcement	Revision			Advised that the streetlight is owned and maintained by springfield properties until the road is adopted. they have advised it will be moved across the road and connected in the next 2 months.	the council should have provided a response/update and this was not done.

101003612054	1	Household Collections	Rachel Alban	Upheld		Revision			Advised that crew did not see bin. Bin Serviced on this occasion.	Returned to service bin. Apology given.
101003612474	1	Public/School transport	Donald MacRae	Partially Upheld	Reinforcement	Revision			Advised that the contact centre were experiencing call wait times of 6 minutes per call. Advised this can be due to staff shortage, illness etc. Advised that the bus that was trying to be booked was already booked by another customer.	Apology given.
101003613546	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Advised bins were moved as they were beyond repair. Advised they will be replaced when there is stock. Advised that table and chair area was not installed by council and any request for a bin would start with monitoring of the area.	Bins to be replaced when in stock and other area monitored before action taken.
101003613747	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Advised that permit was hand delivered through letterbox on 1.8.24 and apology given. followed up with e-mail response.	Unable to determine why permit was not received. Apology given.
101003614884	1	Complaint Against Staff	Ally Gordon	Upheld	Reinforcement	Revision			Apology given. Advised member of staff spoken to and does not usually cover the site. Advised about how he should	Apology given. Refresher training to be carried out.

									have spoken to member of the public.	
101003614921	1	Complaint Against Staff	Ally Gordon	Upheld	Reinforcement	Revision			Apology given. Advised member of staff will go through refresher training.	Apology given. Training to be carried out.
101003615181	1	Safety Issues	Janice Legge	Upheld	Reinforcement	Revision			Repairs were carried out to lane at the beginning of August. Apology given.	Apology given and repairs carried out.
101003616128	1	Other	Will Burnish	Upheld	Reinforcement	Revision			Advised the pavement was dug up to try and identify issue for subsidence. Advised funding has been secured and will be done before April 2025.	Advised why pavement dug up and length of time to repair.
101003617055	1	Household Collections	Fiona Burnett	Partially Upheld	Reinforcement	Revision			Attached e-mail sent 24.7.24 advising that items could not be collected at property. Advised we can collect from communal bin point.	Apology given. Advised why we can't attend property.
101003617573	1	Grass	Grant Speed	Upheld	Reinforcement	Revision			The grass had become overgrown as when we had previously attended there was washing out. Flail mower was used due to the length. Team will return to cut grass with pedestrian mower and smaller mower in future. Apology given.	Apology given. Will return to tidy up.
101003617765	1	Household Collections	Gordon Robertson	Partially Upheld	Reinforcement	Revision			Unable to replace the wire cage in the concrete bin, suggest it is filled with earth	Plaza bin to be sited at location.

									and used as a planter by the community. Advise we will have a plaza type bin sited and will service when we have staff in the area to remove it.	
101003620940	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given for bin not being delivered	Will review process to find out if any changes need to be made.
101003622335	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given. Advised it was the neighbours bin that was to be changed. Returned to swap bin back.	Apology given. Explained mistake. Returned to swap bin.
101003622411	1	Complaint Against Staff	Rachel Alban	Partially Upheld	Reinforcement	Revision			Apology given. Unable to identify driver further without evidence. This was asked for but not received.	Apology given. Drivers reminded to act in an appropriate manner whilst driving.
101003623316	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apologised for bin being missed. Advised of no return policy and advised on this occasion we returned to empty the bin on 16.8.24.	Apology given. Returned to service bin.
101003625613	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Vehicles were monitored the day after receiving complaint and driver was notified that he was turning in the wrong location. Advice given to the coach and minibus driver.	Apology given and advised that vehicle drivers have been advised of correct location to turn.

101003625987	1	Household Collections	Mike Neary	Partially Upheld	Reinforcement	Revision			Phoncall made and explained the bins and how and when they are emptied. Agreed to drop off another container that might assist.	Further container for glass to be dropped off.
101003626055	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Unable to determine who was at fault. Advised about no return policy.	Apology given.
101003626973	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Advised operative is covering many coastal areas and due to the amount of tourists in the area it is proving difficult to keep bins emptied.	Advised that once tourist numbers decline the bins should return to normal. The next bin should be used or taken home rather than leaving rubbish beside the bin.
101003630969	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given. Advised site needs to close sometimes earlier than advertised due to health and safety issues and skips that are required to be emptied or cleared.	Apology given. Site attendant spoken to and reminded only to close during the day if possible and not the end of the day.
101003631049	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Advised that the online calendar was showing incorrect dates for customer collections. Apology given and advised excess will be collected.	Apology given. Advised the online calendar was incorrect.
101003631769	1	Grass	James Hunter	Upheld	Reinforcement	Revision			Advised member of staff has visited property and will carry	Apology given. Works to take place.

									out works to tidy it up. Apology given.	
101003633012	1	Road Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Site visit took place and spoke to complainant directly. advised of further works to sort the issue. Insurance claim forms to be issued.	Apology given. Advised of works required. Issued insurance claim form.
101003633373	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apology given. Advised behaviour not acceptable and staff member has been spoken to.	Apology given. Staff member spoken to.
101003634136	1	Complaint Against Staff	Gordon Robertson	Upheld	Reinforcement	Revision			Apology given. Advised that driver has been told to slow down and show more diligence and care.	Apology given. Driver spoken to.
101003634849	1	Lighting	Janice Legge	Partially Upheld	Reinforcement	Revision			Notification of works is not something the council has to do and it was stopped a number of years ago. Agreed to relocate the column back to original place.	Agreed to move the column back to original location.
101003635600	1	Public/School transport	Charlie Shaw	Partially Upheld	Reinforcement	Revision			Apologised for him not being able to make booking but service is getting busier and different slots need to be selected to see what is available. Apologised for driver saying bus was available, explained that drivers would not know.	Apology given.

101003636349	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Reviewed CCTV and spoke to staff member. Apology given for the unacceptable behaviour. Site attendant also wanted to pass on apologies.	Apology given. Staff member spoken to.
101003636432	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Advised when the vehicle was at the area. Advised that we do not return to empty bins but as a one off we returned and emptied them.	Emptied bins.
101003638140	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apology given for the way staff spoke. Crew have been reminded they are representing the Council when on duty and reminded of customer excellence training.	Apology given. Crew spoken to.
101003638534	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Crew assumed there were no domestic properties on Blackfriars Road so did not enter to check. Now they know there is an occupied property they will empty bins.	Apology given. Visit was made to property. Crew advised to add address to list of collections.
101003643728	1	Other	James Hunter	Upheld	Reinforcement	Revision			Path will be tidied up. Apology given.	Apology given. Path will be tidied up.
101003583798	2	Road Maintenance	Janice Legge/Lorna Davidson	Upheld	Reinforcement	Revision			This complaint was first raised in 2023 when surface dressing was carried out and we advised the road would be swept of	Ideally the work would have been carried out sooner but due to resources this has not been possible.

									loose stones. Whilst an attempt was made to carry out a sweep it was still evident there were loose stones. This second complaint has been addressed by team sweeping and blowing loose stones but has been made difficult by parked cars.	
101003590831	2	Lighting	John Black	Partially Upheld	Reinforcement	Revision			Explanation given for 3 points. 1. The Council removed two lighting columns from the West End of Hall Place in Duffus without notice. Not upheld. 2. The Council have informed you that a new lighting column is in position at the end of the unmade lane in Hall Place as it meets Milne Lane and you believed this to be untrue. Upheld. 1. Your complaint being that Mrs Moss had lied to you regarding the siting of a lighting column. Not upheld.	SPSO details given. Offer to fit outside light still available.
101003595802	2	Process/Procedure	Kelly Wiltshire	Partially Upheld		Revision			Advised that a complaint should have been raised when it was received. Apology given. Advised that contractor is investigating and we will be informed of their decision.	Apology given. Satisfied this was an isolated incident and processes are in place to deal with a staff members workload when they are absent.

101003612064	2	Household Collections	Sharon Mair/Lorna Davidson	Partially Upheld	Reinforcement	Revision			Apologised for waste not being collected. Unable to determine who was at fault so part upheld. Advised that enquiry and complaint overlapped, apologised and advised systems and processes will be looked at to stop this happening again. Complaint was answered within timescales so part upheld this point.	Apology given.
101003617476	2	Household Collections	Mike Neary/Nicola Moss	Upheld	Reinforcement	Revision			Waste Manager dealt with complaint on the phone. E-mail sent to advise we are sorry permit was not received but a replacement would have been sent out sooner if we had known it had not been received.	Apology given. Replacement permit sent out.