

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 3 2024-25 – October to December 2024**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3
Total number of complaints received	82	85	88	94	57
Total number of complaints closed	77	90	84	94	58
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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	71	92%	82	91%	75	89%	84	89%	50	86%
Number of complaints closed - Investigative	6	8%	6	7%	9	11%	9	10%	8	14%
Number of complaints closed - Escalated	0	0%	2	2%	0	0%	1	1%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	29	41%	29	35%	36	48%	42	50%	18	36%
Number of Frontline complaints partially upheld	5	7%	6	7%	8	11%	10	12%	1	2%
Number of Frontline complaints not upheld	37	52%	47	57%	31	41%	32	38%	24	48%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	7	14%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2023/24 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	17%	2	22%	2	22%	4	50%
Number of Investigative complaints partially upheld	0	0%	0	0%	3	33%	3	33%	1	12%
Number of Investigative complaints not upheld	6	100%	5	83%	4	45%	4	45%	3	38%
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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	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%	2	100%	0	0%	1	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 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3
Average time in working days for a full response - Frontline	3.93	3.63	3.39	3.74	4.26
Average time in working days for a full response - Investigative	17.83	35.17	21.56	27.67	38.5
Average time in working days for a full response - Escalated	N/A	22.50	N/A	35	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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	59	83%	73	89%	69	92%	71	85%	40	80%
Number of complaints closed within 20 working days - Investigative	3	50%	2	33%	3	33%	4	44%	1	12%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	50%	N/A	N/A	0	0%	N/A	N/A

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 Q3		2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3	
				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%

Q3 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003647671	1	Household Collections	Jim Durkin	Resolution	Reinforcement	Revision			Phoned and agreed to provide bags and replace glass recycling bag. Agreed bins could wait till next collection to be emptied.	Agreed actions as above.
101003648646	1	Household Collections	Gordon Robertson	Resolution	Reinforcement	Revision			Attended property. Bins were emptied. Crew reminded that bins have been missed. Complainant advised happy with outcome.	Crew reminded that bins have been missed on two occasions.
101003650141	1	Complaint Against Staff	Janice Legge	Upheld	Reinforcement	Revision			Advised that the staff member was spoken to at length and had thought that he had passed appropriately after another car had passed. Advised he was not travelling at speed as had been following behind for some distance. Advised camera is a	Advised that staff member has agreed to take more care and diligence when passing any cyclists in future.

									reversing camera and does not record activity.	
101003652643	1	Household Collections	Gordon Robertson	Resolution	Reinforcement	Revision			Agreed in a phonecall that a memo would be printed off and given to crew to remind not to leave bins hard up against his wall.	Apology given. Agreed not to leave bins hard up against wall.
101003652917	1	Household Collections	Gordon Robertson	Resolution	Reinforcement	Revision			Advised crew returned to empty bins. advised crew had been spoken to about not forgetting bins going forward.	Crew returned to empty bins. Crew spoken to about not forgetting bins.
101003654058	1	Household Collections	Jim Durkin	Resolution					Unable to empty bin due to road closure. However, road was not closed and customer expected bin to be emptied. MC was not made aware.	
101003654292	1	Other	Mike O'Brien	Upheld	Reinforcement	Revision			Weather related. The gully cleaning instruction for Fochabers has a target completion date of 31/10/24.	
101003656245	1	Household Collections	Jim Durkin	Upheld	Reinforcement				Operatives did not sweep up broken glass	Crew reminded them that they must clean up all the glass from any spills from our vehicle or from glass recycling containers.
101003656567	1	Signage	Mark Atherton	Partially Upheld	Reinforcement	Revision			The Council removed a good portion of the signs previously identified. the remaining signs have been in place due to	Council failed to carry out the second part of works required. Apology given.

									no budget. Advised by phone that we will cover over the tourist 'i' bits that are left on signs. Will remove 2 smaller road signs. Advised work will be done in 3 weeks.	
101003660057	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Crew advised some bins serviced then left for break. Forgot to serve the rest of the bins on return from break. Returned next day to empty remaining bins.	Crew advised to be more vigilant next time. Crew were asked to return to service the bins.
101003661434	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Staff were reminded that 2.50pm is the last admittance time. Sometimes it can be earlier for health and safety reasons. Tried to call to discuss and arrange another appointment but unable to get through.	Advised staff have been reminded to allow entry up until 2.50pm.
101003662112	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Telephone call made to find out what link was being used. Advised complainant that this was an old link that would be removed as bookings can only be made via the contact centre. Advisor called and spoke to complainant to arrange his booking but he did not have a full list of items so it	Old link to booking form removed from website. Customer contacted to make a booking. Apology given.

									was agreed to call him back.	
101003664188	1	Road Maintenance	Mark Atherton	Upheld	Reinforcement	Revision			Telephone call made to apologise for the lack of communication and misunderstanding between the separate teams. Advised will refresh the current barriers and signs to make the closure more visible.	Regular updates will be provided. Barriers and signs will be refreshed.
101003667779	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised that bin was on the assisted collection list. Advised it has now been taken off.	Bin removed from assisted collection list.
101003668161	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apologised for the delay. Confirmed bins had now been delivered. Apologised for the delay in the contact centre.	Apology given. Bins delivered. Advised 28 working days are required to deliver bins.
101003669321	1	Parking Issues	Karen McGilly	Upheld	Reinforcement	Revision			Advised that this is a known issue that is being addressed by adjusting the lining in the car parks. Levels 1 and 3 of batchen lane multi storey car park and northfield terrace car park have had parent and child spaces added recently.	Advised that work is being done to adjust lining in car parks to accommodate parent and child bays.
101003670461	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised the bin has now been removed and will not be replaced.	Bin removed.

101003671811	1	Household Collections	Andy Hay	Resolution					Advised that only a larger green bin was delivered. No other points investigated.	Larger bin delivered.
101003674770	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised in phonecall that the contact centre should have offered to collect bagged excess waste on the next collection. Was followed up by e-mail to customer.	Crew have been asked to collect bagged excess waste on 10.12.24.
101003674830	1	Winter Maintenance	Janice Legge	Upheld	Reinforcement	Revision			Apologised for the drivers actions and advised we will speak to all drivers again about need for caution when operating in residential areas, respecting people and property.	Drivers to be spoken to about taking care when operating in residential areas.
101003676059	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Contact made with Estate Caretaker and advised householder was visited with view to getting area outside property tidied up.	Are to be tidied up and follow up call to be made to make sure it is done.
101003681426	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Advised that bin must of been overlooked by crew on collection. Attended property to empty bin and speak to complainant. Followed up with email to complainant.	Advised crew of missed bin and asked not to miss on next collection.
101003683185	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apologised that glass was left on the pavement. Crew were aware but felt	Advised that crew spoken to and advised they should have parked up and returned to the

									pressurised to move on due to traffic.	broken glass or called the Team Leader to arrange to have the glass collected. Advised that the issue will be raised at team briefing.
101003685345	1	Household Collections	Jim Durkin	Resolution	Reinforcement	Revision			Advised food waste might of been frozen to the bottom of the bin. Advised new hessian sack ordered.	Agreed to return to empty the brown bin.
101003685986	1	Car Parks	Karen McGilly	Upheld	Reinforcement	Revision			Apologised for the delay in responding (as telephone call was previously received along with e-mail with paid parking receipt). Advised excess charge notice has been cancelled.	
101003686554	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Advised that crew were supposed to return for bin week before and didn't. Apology given. Agreed to empty bin.	Apology given. Agreed to return to empty bin.
101003602225	2	Road safety/Traffic Calming	Nicola Moss	Partially Upheld	Reinforcement	Revision			Advised that investigation found demonstratable need and benefit to providing safer crossing point for pedestrians. Agreed that better clearer communication should have taken place with wider range of stakeholders to minimise works	Agreed to undertake additional piece of work to ensure communication on future projects is improved. Agreed to look at the bus stop/traffic island interaction in order to see if any changes are required.

									required to be undertaken. Advised will update once work to look at bus stop and traffic island interaction has taken place.	
101003629147	2	Complaint Against Staff	Nicola Moss	Upheld	Reinforcement	Revision			Apology given for the way staff member spoke to complainant. Advised that member said there was no intention to cause upset. Unable to give specific details about action taken as it is dealt with under councils code of conduct.	Apology given. Staff member spoken to.
101003633012	2	Road Maintenance	Mark Atherton	Upheld	Reinforcement	Revision			Advised that visit took place 9.9.24. Insurance claim forms posted out. Road being resurfaced w/c 21.10.24 and BT cover being repaired w/c 14.10.24.	Visit took place. Road being resurfaced. BT cover being fixed.
101003645567	2	School Meals	Elaine McRae and Nicola Moss	Upheld	Reinforcement	Revision			Allergy to soya was overlooked by staff and incorrect lid placed on incorrect tin. Staff have been retrained on the new process and refresher training on allergies will take lace for all staff. Entire procedure will also be reviewed with regards to adapted diets.	Staff have been retrained on the new process and refresher training on allergies will take lace for all staff. Entire procedure will also be reviewed with regards to adapted diets.



