

FOI Request - Formal Complaints re. Rubbish, Recydling, Littering or Fly-tipping - 101003834079

1. The total number of formal complaints received by your council concerning rubbish, recycling, general rubbish collection, littering or fly-tipping in 2024 and 2025 so far (as of 7 August 2025). Can you please provide this information in a monthly breakdown.

Totals

2024 – 67

2025 – 15

2. If available, can you also provide a breakdown of these complaints by category, such as:

- a) Missed bin collections (general waste or recycling)
- b) Overflowing bins
- c) Litter and street cleanliness
- d) Fly-tipping

a) Missed bin collections (general waste or recycling):

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	<5*	<5*	<5*	6	6	<5*	9	<5*	<5*	<5*	<5*	7	61
2025 (to 7 August)	6	<5*	<5*	<5*	0	0	<5*	0	N/A	N/A	N/A	N/A	15

b) Overflowing Bins:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	0	<5*	0	0	<5*	0	0	<5*	0	0	<5*	0	6
2025 (to 7 August)	0	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	15

c) Litter and street cleanliness:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	<5*	<5*	<5*	7	<5*	<5*	<5*	7	6	<5*	<5*	<5*	48
2025 (to August)	7	6	8	9	<5*	6	7	<5*	N/A	N/A	N/A	N/A	50

d) Fly-tipping

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	22	18	13	24	14	8	17	15	16	13	7	9	176
2025 (to August)	27	28	32	26	14	13	14	<5*	N/A	N/A	N/A	N/A	157

\*the low numbers associated with this response may result in the identification of individuals. Therefore numbers between 1 and 5 have been redacted and marked with <5 instead. This response is exempt under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002 - personal information