

**Complaints Monitoring Report**  
**Environmental and Commercial Services**  
**Quarter 4 2020/21 - January to March 2021**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Total number of complaints received	77	34	85	41	36
Total number of complaints closed	79	33	89	41	33
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>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	72	91%	24	73%	88	99%	38	93%	33	100%
Number of complaints closed - Investigative	6	8%	9	27%	1	1%	3	7%	0	0%
Number of complaints closed - Escalated	1	1%	0	0%	0	0%	0	0%	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>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	19	26%	8	33%	46	52%	15	39%	18	55%
Number of Frontline complaints partially upheld	12	17%	2	8%	3	3%	3	8%	6	18%
Number of Frontline complaints not upheld	41	57%	14	58%	39	44%	20	53%	9	27%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	17%	2	22%	0	0%	0	0%	0	N/A
Number of Investigative complaints partially upheld	0	0%	2	22%	0	0%	1	33%	0	N/A
Number of Investigative complaints not upheld	5	83%	5	56%	1	100%	2	67%	0	N/A

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Average time in working days for a full response - Frontline	4.3	4.8	4.1	3.9	3.5
Average time in working days for a full response - Investigative	16.2	15.1	21.0	165.3	N/A
Average time in working days for a full response - Escalated	36.0	N/A	N/A	N/A	N/A

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
<b>MEETING TARGET TIMESCALES</b>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	58	81%	20	83%	66	75%	30	79%	31	94%
Number of complaints closed within 20 working days - Investigative	4	67%	7	78%	0	0%	1	33%	0	N/A
Number of complaints closed within 20 working days - Escalated	0	0%	0	N/A	0	N/A	0	N/A	0	N/A

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
<b>EXTENSIONS</b>	2019/20 Q4		2020/21 Q1		2020/21 Q2		2020/21 Q3		2020/21 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	10	14%	2	8%	8	9%	5	13%	1	3%
Number of complaints with an extension – Investigative or Escalated Investigative	6	86%	5	56%	0	0%	0	0%	0	N/A

**UPHELD OR PARTIALLY UPHELD COMPLAINTS**

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer (Name)</b>	<b>Action taken</b>
101002669427	Frontline - Household Collections	Partially Upheld	Rachel Alban	Revision - Bin collection - Advised that the bins were emptied as scheduled although earlier in the day than usual. Advised that bins should have been out from 7.30am as per policy. Apologised for the calendar being incorrect and that this was due to a technical glitch. E-mail sent to customer contact centre to advise that information given about missed collections was incorrect.
101002670177	Frontline - Process/Procedure	Partially Upheld	Gary Youngson	Revision - Investigate and respond - Initially no stock of bins to deliver, weather conditions prevented delivery then breakdown in communication due to a/l - Bins delivered
101002676140	Frontline - Road Maintenance	Partially Upheld	Paul Barron	Reinforcement - Investigate and respond - Need to assess if issue is present and MC liability - works to be carried out to ascertain - Plan to jet outlet pipe and check for any defects
101002706168	Frontline - Road Maintenance	Partially Upheld	George Stewart	Reinforcement - Gritting done under prioritisation however contractor appointed to location and working to clear snow from road. Adverse extreme weather conditions, sub-contractors required to assist with road clearance
101002707859	Frontline - Household Collections	Partially Upheld	Lorraine Bromehead	Reinforcement Revision - Issues with waste collections due to adverse weather conditions and problems clearing roads - Keep customers informed and ensure roads clear as soon as possible.
101002724784	Frontline - Process/Procedure	Partially Upheld	Jennifer Fulton	Reinforcement - Response and bin serviced. Bin overweight for lifter; Excess waste will be collected; spilt waste cleared up - Crew to be reminded to uplift spilt waste
101002759830	Frontline - Recycling	Upheld	Fiona Burnett	Revision - Replace my bin by the end of this week. Customer not advised no caddy's in stock. Alternative bin to be provided instead. Ensure accurate information is passed onto customer. Customer being provided with alternative until stock received.
101002753735	Frontline - Road Maintenance	Upheld	Lorraine Bromehead	Revision - Response - Works to be carried out to ditch to rectify any work required following routine maintenance - Consult with residents
101002750117	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Change interval for servicing bin - we have 3 members of staff absent from work that has meant the bins have not been emptied. - We will endeavour to empty the bins.
101002745565	Frontline - Household Collections	Upheld	Fiona Burnett	Revision - Large bin delivered asap - Excess waste uplifted. Larger bin delivered. - Team to clear backlog of deliveries of bins.
101002740853	Frontline - Household Collections	Upheld	Rachel Alban	Revision - waste uplifted - Crew unaware of arrangements for uplifting waste. - Crew to be fully informed if working in new location.

101002739920	Frontline - Household Collections	Upheld	Jennifer Fulton	Revision - Bins to be serviced - Bin was missed. Driver was unaware he had to reverse back to service bins. Bin was emptied. - Driver to be spoken to.
101002700806	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Investigate and respond - Exception to be made to collect waste in the future. - Team to reverse along untarred private road to service bins.
101002696621	Frontline - Process/Procedure	Upheld	Fiona Burnett	Revision - A green bin delivered asap - Bin not delivered as requested. Excess waste built up. - Bin delivered, excess waste uplifted. Ensure works are completed within timescales.
101002685728	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement Revision - Serviced bins - Change in crew meant that Assisted Collection was missed. One off service carried out by operative, apology made. - Improvements to Assisted collection being undertaken to ensure ALL crew are aware of properties to be serviced.
101002684435	Frontline - Complaint Against Staff	Upheld	Fiona Burnett	Revision - Member of staff was found to be at fault for speaking to a member of the public in an unhelpful manner. - Member of staff has been advised of how he should be speaking to the public. Reminded of responsibilities and duties.
101002678145	Frontline - Other	Upheld	Mike Neary	Reinforcement - Low sun obscuring vision clearing exit of the junction causing near miss. Driver aware and apologetic. Treated as a near miss accident.
101002676899	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement Revision - Assisted collections not carried out. Different operatives on the route unaware of collection. All crew not available to be interviewed about comments but this will be done and complaint record updated. Crew to be interviewed and action taken as necessary. An update will be given on complaint record.
101002670072	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Servicing crew missed route assuming other crew had already serviced. Bins serviced once team aware of issue. Ensure crew are fully aware of the route and all bins are serviced.
101002669425	Frontline - Complaint Against Staff	Upheld	Fiona Burnett	Reinforcement - Investigation - Staff customer service expectations not met. - Member of staff reminded of acceptable and non-acceptable behaviour.
101002669403	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Replacement bins - Bins returned to wrong address. Team member visited site and rectified. Ensure crew return bins to correct address.
101002667053	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Investigate and respond - Bin calendar details incorrect information shown - Update calendars with correct information and advise MOP by phone

101002664924	Frontline - Household Collections	Upheld	Jennifer Fulton	Reinforcement Revision - Suspension of bin servicing over festive period not relayed clearly to public. Ensure that we advertise changes to servicing for festive period better to make householders aware.
101002662438	Frontline - Other	Upheld	Fiona Burnett	Revision - Bins to be delivered. Bins had not been delivered to site when expected. Ensure bins are delivered in timely manner.