

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 2 2021/22**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2
Total number of complaints received	85	41	36	41	43
Total number of complaints closed	89	41	33	41	43
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>	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	88	99%	38	93%	33	100%	39	95%	39	91%
Number of complaints closed - Investigative	1	1%	3	7%	0	0%	2	5%	4	9%
Number of complaints closed - Escalated	0	0%	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>	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%								
Number of Frontline complaints upheld	46	52%	15	39%	18	55%	22	56%	15	39%
Number of Frontline complaints partially upheld	3	3%	3	8%	6	18%	1	3%	4	10%
Number of Frontline complaints not upheld	39	44%	20	53%	9	27%	16	41%	20	51%

<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>	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	N/A	2	100%	1	25%
Number of Investigative complaints partially upheld	0	0%	1	33%	0	N/A	0	0%	1	25%
Number of Investigative complaints not upheld	1	100%	2	67%	0	N/A	0	0%	2	50%

<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>	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%								
Number of Escalated complaints upheld	0	N/A								
Number of Escalated complaints partially upheld	0	N/A								
Number of Escalated complaints not upheld	0	N/A								

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2
Average time in working days for a full response - Frontline	4.1	3.9	3.5	4.1	5.2
Average time in working days for a full response - Investigative	21.0	165.3	N/A	15.5	26.3
Average time in working days for a full response - Escalated	N/A	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>	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	66	75%	30	79%	31	94%	32	82%	28	72%
Number of complaints closed within 20 working days - Investigative	0	0%	1	33%	0	N/A	2	100%	2	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	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	2020/21 Q2		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	8	9%	5	13%	1	3%	2	5%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	N/A	1	50%	0	0%

2021/22 Q2 - UPHELD OR PARTIALLY UPHELD COMPLAINTS					
ID	Type of Complaint	Outcome	Responsible Officer	Decision Note	Learning Outcome
101002827766	Frontline - Household Collections	Upheld	Operations Team Leader	Revision - Team Leader visited homeowner. Agreed to new location for bin to be emptied. Upheld as bin not emptied.	Agreed new location for bin.
101002832058	Frontline - Other	Upheld	Transportation Manager	Revision - We failed to respond to the customer in a timely manner. We do still own the road in question although it will go through a process of de-listing. We are also responsible for winter maintenance.	Team member reminded about the importance of responding in a timely manner to stop issues like this reaching complaint stage. Winter maintenance will be carried out.
101002832653	Frontline - Process/Procedure	Upheld	Team Leader Operations	Revision - Miscommunication between crew and team leader about route to take when sweeping roads.	To ensure that clear instruction is given. Driver advised to only clean trunk roads prior to 6am and not residential areas.
101002837039	Frontline - Other	Upheld	Open Space Manager	Revision - Toilet was not supposed to be open for a member of the public to use.	Arrangements made to make sure it is closed and not accessible.

101002837565	Frontline - Other	Partially Upheld	Team Leader Transfer	Revision - Do not agree to the speeds as tracker was used to prove this. Agree that a glove fell from the vehicle and could have caused an accident.	Driver was interviewed and reminded of the code of conduct and reminded about securing his load.
101002839128	Frontline - Household Collections	Upheld	Team Leader Transfer	Revision - We did not deliver the bin in specified time.	Bin now delivered. Team reminded of maintaining good communication and updating complainant on delays.
101002839623	Frontline - Household Collections	Partially Upheld	Team Leader Operations	Revision - Unsure if we missed the bin or not as it can't be proved one way or the other. Explanation for council tax given and why a refund will not be possible.	Partially upheld as we may have missed the bin by mistake. Council tax part not applicable.
101002844719	Frontline - Other	Partially Upheld	Waste Operations Operator	Revision - The sweeper would have caused a noise that might have disturbed a resident. However we have a legal obligation to keep the streets and gully's clean. Some streets are done early morning because they can become congested with cars later in the day.	Apology given but also asked the resident to be mindful of the driver's duties. Driver asked to be mindful of where he is on his route to keep disruption to a minimum.
101002845694	Frontline - Other	Upheld	Assistant Lands and Parks Officer	Reimbursement - Site visit took place. Agree that likely our operatives spraying the pavement have caused this issue. Agreed to fund replacement plants.	Operators will be reminded to take care when passing garden vegetation that is growing too close to the pavement edge.
101002849618	Frontline - Household Collections	Upheld	Team Leader Operations	Revision - Ticket was raised on receipt of first call but driver got location/address wrong. Wagon sent back 28.7.21 to empty the bin.	Drivers to be given accurate location details. Drivers to check if they do not find address.
101002854892	Frontline - Household Collections	Upheld	Team Leader Operations	Revision - We failed to deliver bins in agreed time. Officer hand delivered them on 3.8.21, apologised for delay and explained how the bins worked (as they had moved from Aberdeenshire).	Ensure bins are delivered in a timely manner.
101002860549	Frontline - Household Collections	Upheld	Operations Team Leader	Revision - Crew changed and missed the assisted collection.	Bags uplifted by hand. Apology e-mail sent. Ensure new crew are advised of assisted collection.

101002864399	Frontline - Road Maintenance	Partially Upheld	Roads Programme Technician	Reinforcement - Inspection and site visit carried out gully cleaned out but customers own property drainage channels also found to be contributing factors and require attention	Road maintenance to continue to monitor gully on annual cyclic bases.
101002873131	Frontline - Household Collections	Upheld	Waste Manager	Revision - The waste team failed to consult with residents, failed to consult with farmer (regarding communal point) and did not provide adequate notice for service change.	Farmer to be contacted about communal point. Improve communication by giving residents adequate notice when there is going to be a change to the collection service. Waste Manager taking responsibility for any future changes.
101002874615	Frontline - Household Collections	Upheld	Team Leader Operations	Revision - Staff member could be heard on footage with bad language. Staff member could be seen disposing of customer container.	Staff member spoken to. Training required. Replacement container sourced and delivered.
101002875627	Frontline - Process/Procedure	Upheld	Operations Team Leader	Reinforcement - Missed bin collection - no return policy	Remind crew to ensure all bins are serviced in line with policy. Excess waste to be uplifted on next collection.
101002886363	Frontline - Household Collections	Upheld	Team Leader Transfer	Revision - We failed to deliver bins on time as the Council has a backlog.	Various issues for delay and backlog. PR to send out message to advise of backlog and likely delay until driver shortages etc are resolved.
101002887163	Frontline - Household Collections	Upheld	Team Leader Operations	Revision - Vehicle breakdown at fault. Vehicles did return but complainant had already taken waste to HWRC.	Extra recycling bins requested in case of breakdown in future (and having to wait a few days for a vehicle to return). Incomplete route to be communicated to public.

101002892870	Frontline - Other	Upheld	Engineer Traffic	Revision - Explained reason for roadworks and why diversions were in place/roads were closed. Letter drop was carried out by contractor at the start of works but when they were extended a further letter drop should have been carried out by the contractor. Apologised for the difficulty getting through to staff member and for the difficulties faced with the council phone system.	Council should have ensured contractor had updated residents on delay. Not the complainants fault that staff are working from home/only reachable by mobile phone.
101002810246	Frontline - Other	Partially Upheld	Complaints Officer	Revision - Satisfied that any assumption made concerning the FOI info was done appropriately. Satisfied that insurance company overall decide on the determination of a claim. We failed to record his 12.4.21 e-mail as a complaint.	Part upheld as we failed to record 12.4.21 email as a complaint.
101002865551	Investigative - Other	Upheld	Head of Environmental & Commercial	Revision - Due to an admin error the claim form was received 28.1.20 but not actioned. Now actioned by team and passed to insurance section.	New admin process put in place to stop this happening in the future.