

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 3 2021/22

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Total number of complaints received	41	36	41	43	51
Total number of complaints closed	41	33	41	43	54
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	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	38	93%	33	100%	39	95%	39	91%	51	94%
Number of complaints closed - Investigative	3	7%	0	0%	2	5%	4	9%	2	4%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	15	39%	18	55%	22	56%	15	39%	17	33%
Number of Frontline complaints partially upheld	3	8%	6	18%	1	3%	4	10%	10	20%
Number of Frontline complaints not upheld	20	53%	9	27%	16	41%	20	51%	24	47%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	2	100%	1	25%	1	50%
Number of Investigative complaints partially upheld	1	33%	0	N/A	0	0%	1	25%	0	0%
Number of Investigative complaints not upheld	2	67%	0	N/A	0	0%	2	50%	1	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	100%
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3
Average time in working days for a full response - Frontline	3.9	3.5	4.1	5.2	4.98
Average time in working days for a full response - Investigative	165.3	N/A	15.5	26.3	19
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	21

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	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	30	79%	31	94%	32	82%	28	72%	34	73.9%
Number of complaints closed within 20 working days - Investigative	1	33%	0	N/A	2	100%	2	50%	2	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	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	2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	5	13%	1	3%	2	5%	0	0%	5	10%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	N/A	1	50%	0	0%	0	0%

2021/22 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
101002893124	1	Road Maintenance	Information Officer	Partially Upheld	Reinforcement				Phone calls were not responded to - apology given. Site visit already took place and complainant was advised on course of action (although no date could be given for works to be done at the time).	Phone calls to be answered more promptly.
101002897058	1	Household Collections	Team Leader Operations	Partially Upheld	Reinforcement				Apology for initial contact not being made. We do not return for missed bins.	Form for assisted collection given if required.
101002898638	1	Household Collections	Team Leader Operations	Upheld					Missed bin by crew - no return policy	Crew to be reminded to ensure bin serviced

101002902673	1	Process/Procedure	Team Leader Transfer	Upheld					Delays due to shortage of bin stock and delivery issues out with our control. Large no of requests	Need to keep customers updated
101002902734	1	Process/Procedure	Team Leader Transfer	Upheld					Delays due to bin stock shortages and requests - causing backlogs	Need to keep customers updated
101002908253	1	Complaint Against Staff	Team Leader Operations	Partially Upheld	Reinforcement				Unable to address operatives behaviour due to A/L but appropriate action will be taken in line with policy. Crews to cease comingling waste when emptying bins at this location.	Ensure all crews are aware of obligation to be polite and courteous - crew members to be reminded of behaviour and any appropriate action to be taken by TL in line with policy.
101002909791	1	Household Collections	Team Leader Transfer	Upheld		Revision			Bins not delivered due to low stocks and large no. of requests. Arrangements made to delivery w/c 25 Oct	Need to ensure customers are kept informed
101002913933	1	Public/School transport	Planning Officer Community Transport	Partially Upheld		Revision			Overview of services and legal responsibilities taken but some matters	Formal apology; Acknowledgment card issue could

									requiring additional support and review	have been handled better; Additional training; Routine supervision
101002917068	1	Household Collections	Operations Team Leader	Upheld		Revision			Failure to service bins on collection day.	Crews to be reminded to familiarise themselves on route and ensure all properties are serviced.
101002918256	1	Household Collections	Team Leader Transfer	Upheld		Revision			Bins were ordered via the waste team on 2.8.21 before handover on 25.8.21 so despite delay in deliveries of new bins, team should have communicated delay to householder/Housing and Property.	Need to look at communication with departments . Updates to be looked at being given to those on the list for new/replace ment bins.
101002919199	1	Household Collections	Team Leader Transfer	Upheld		Revision			Regardless of backlog of bins for delivery, the complainant should have received their replacement bin before now. Apology given and bin scheduled for delivery 10.11.21	Covid caused issues with service delivery. Also disrupted delivery supplies of bins.

									when crew in the area.	However lengthy delay was team fault. Team to review process for ensuring list is kept up to date and deliveries take place in a timely manner.
101002919678	1	Household Collections	Operations Team Leader	Upheld		Revision			Failure to service assisted collection property for glass collection.	Ensure any new crews are informed of all properties to be serviced and all waste collected.
101002921292	1	Public/School transport	Planning Officer Community Transport	Partially Upheld		Revision			Highlight need to assess and guide transport providers in the routine access and egress from school grounds. Driver acknowledges incident could/should have been handled more professionally.	Employee to provide an apology and to be offered remedial training to ensure customer service expectations are retained.
101002921659	1	Lighting	Information Officer	Upheld		Revision			Failure to log correct fault; failure to respond to enquiries.	Ensure enquiries are

										acknowledged.
101002922344	1	Complaint Against Staff	Team Leader Transfer	Upheld		Revision			Site attendants should have provided line manager details and advise accordingly. Staff to advise Line manager when oil tanks require emptying.	Ensure contact details are provided and concerns with capacity reported to line managers.
101002928193	1	Complaint Against Staff	Head of Environmental & Commercial	Partially Upheld					Staff need to respond to correspondence in timely manner. Issues had previously been addressed but were clarified again.	To ensure timely responses are provided to enquiries.
101002930981	1	Process/Procedure	Team Leader Transfer	Upheld		Revision			Customer services had not made customer aware of need to pay for new bins. Bins will be delivered once paid for.	Ensure CC are passing on correct information and customers are kept updated on progress.
101002931426	1	Footpaths/pavements	Information Officer	Partially Upheld		Revision			Barriers were erected following being made aware of defects however subsequently following inspection barriers were found to have been moved allowing full access	Partially upheld as repairs had not been carried out but we had erected barriers.

									to steps. This was not done by RM	
101002932057	1	Process/Procedure	Team Leader Transfer	Upheld		Revision			Failure to deliver bins within timescale.	Due to operational issues but need to keep customers informed.
101002932939	1	Household Collections	Operations Team Leader	Upheld		Revision			Crews have been reminded that this is an assisted collection. Apology given to customer for bins not being emptied. Team Leader visited property to empty bins and spoke to customer on the phone.	Crews reminded that this is an address for an assisted collection.
101002934198	1	Complaint Against Staff	Assistant Lands & Parks Officer	Upheld					Careless/dangerous driving by staff member	All drivers reminded of need to drive safely and be aware of other road users and implications and consequences this can lead to
101002940041	1	Household Collections	Team Leader Transfer	Upheld		Revision			Council failed to deliver bin in adequate time. Backlog of bin orders and failure of	Council should have kept in touch with customer to

									supplier to deliver on time meant customer had to wait longer than expected and had to chase up order.	explain reason for delay. Team to look at whether policy for larger bins (360litre) needs to be changed.
101002940343	1	Household Collections	Team Leader Trade & Recycling	Partially Upheld		Revision			Bins received by customer. Customer did not return duty of car form. Once received there was an admin delay in progressing the works order. Recorded as par upheld.	Admin backlog due to number of requests. Commitment from the team to catch up.
101002945898	1	Household Collections	Team Leader Transfer	Upheld		Revision			Contact centre should have advised complainant that bins were out of stock and we were unable to take the order. Bins due in the next couple of weeks and bin will be delivered.	Contact centre to ensure they give out accurate information.
101002947466	1	Household Collections	Team Leader Operations	Upheld		Revision			Apologised for collection being missed. Explained operational difficulties and different drivers having to cover unfamiliar routes. All	Staffing issues hindering delivery of service.

									missed bins will be collected.	
101002948680	1	Household Collections	Operations Team Leader	Partially Upheld		Revision			Bin was not out on time. Driver forgot to collect after complainant asked him to collect it on his way back. Complainant should have had bin out on time.	One off agreement to collect on way back from round. Not standard practice.
101002949506	1	Household Collections	Team Leader Operations	Partially Upheld		Revision			Operative was not supposed to be at address. He was emptying assisted collection bins and mixed this address up with others. Upheld this part of complaint. Other issue about parcel in bin not upheld as parcels should not be left in bins.	Operative reminded to be more accurate in future when servicing addresses.
101002925028	2	Household Collections	Head of Environmental & Commercial	Upheld					Agreed that fence needs to be erected to house bins. Enough room to be left for wall to be maintained by householder.	Fencing to be investigated/erected.
101002927574	2	Other	Head of Environmental & Commercial	Upheld		Revision			Roads Inspector visited property to assess tree. Agreed that the tree needs to be inspected by a tree surgeon and	Difficult to provide action plan going forward as the Council

										action taken thereafter. May require the removal of tree and reinstatement of footway thereafter.	rely on inspectors either noticing this issue on their daily routines or rely on the public/house holders reporting such issues.
--	--	--	--	--	--	--	--	--	--	---	--