

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 3 2022-23 – October to December 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3
Total number of complaints received	51	31	42	47	45
Total number of complaints closed	54	30	40	46	45
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	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	51	94%	28	93%	33	83%	42	91%	42	93%
Number of complaints closed - Investigative	2	4%	2	7%	7	17%	4	9%	2	5%
Number of complaints closed - Escalated	1	2%	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	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	17	33%	18	64%	21	64%	18	43%	14	33%
Number of Frontline complaints partially upheld	10	20%	3	11%	1	3%	5	12%	4	10%
Number of Frontline complaints not upheld	24	47%	7	25%	11	33%	19	45%	24	57%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	1	50%	3	43%	1	25%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	3	43%	0	0%	1	50%
Number of Investigative complaints not upheld	1	50%	0	50%	1	14%	3	75%	1	50%
Number of Investigative complaints resolution	0	0%	1	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	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	1	100%
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	0	0%	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	2021/22 Q3	2021/22 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3
Average time in working days for a full response - Frontline	4.98	4.11	6.55	3.76	3.62
Average time in working days for a full response - Investigative	19	25	39	24.75	18.5
Average time in working days for a full response - Escalated	21	N/A	N/A	N/A	19.0

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	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	34	73.9%	26	93%	28	85%	35	83%	35	83%
Number of complaints closed within 20 working days - Investigative	2	100%	0	0%	2	29%	2	50%	1	50%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	0	0%	0	0%	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2021/22 Q3		2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	5	10%	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
101003157565	1	Household Collections	Jim Durkin	Partially Upheld	Reinforcement	Revision			Customer reported missed collections on 3 occasions. On third occasion customer called before bin wagon was even in the area.	On previous occasions we collected same day after customer reported being missed.
101003171915	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Advised employee was spoken to. Although his version was different we accept the member of the public did not have an enjoyable experience at the HWRC. Advised the day he attended the barrier was broken but the booking system remains in place.	Employee was interviewed and reminded of how to conduct himself with members of the public. All staff were given a reminder too.
101003172599	1	Grass	Grant Speed	Upheld	Reinforcement	Revision			The lady contacted council 17.10.22 to find out if grass beside her house would be cut. Nobody replied. Lady employed someone to cut the grass at her own cost. Asked that the grass is cut in future.	Visited 31.10.22. Apologised for lack of contact and grass not being cut (short staffed/machine breakdowns). Grass will be cut in future. Letter sent to confirming above.

101003175591	1	Other	Will Burnish	Upheld	Reinforcement	Revision			Staff attended site and removed the fence.	The site inspection determined that the fence was not required to be in place and it was removed to stop anybody else falling over it.
101003184142	1	Road Maintenance	Susanne Greer	Upheld	Reinforcement	Revision			The fence has been unrepaired for a period of time. Passed to sports and leisure to provide timescale for repair. Drain was inspected and will be repaired.	Sports and leisure to explain to complainant why fence has remained unrepaired for such a long time.
101003184674	1	Complaint Against Staff	Stevie Robertson	Upheld	Reinforcement	Revision			Customer was informed that the driver had been spoken to. The vehicle will not be parked in the residential area again unless there to pick up customers.	Driver interviewed and advised of appropriate parking for the area.
101003185229	1	Road Maintenance	Lorraine Bromehead	Partially Upheld	Reinforcement	Revision			Apologised for delay in contact. Advised that investigation into who owns strip beside road is ongoing and Technician will be in touch directly.	Ongoing review in roads maintenance to make sure contact is responded to.
101003189107	1	Road Maintenance	Lorraine Bromehead	Partially Upheld	Reinforcement	Revision			Contact was received but not acknowledged or actioned due to Technician annual leave. Apology Given. Other matter being investigated by Technician with contact made with complainer. Ongoing.	Roads Maintenance are reviewing processes for acknowledging and dealing with enquiries.
101003189268	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apologised for the way staff spoke to her. Advised that the bin would be serviced going forwards.	

101003192704	1	Household Collections	Fiona Burnett/Gillian Fraser	Partially Upheld	Reinforcement	Revision			Bins were delivered within the 28 day timeframe allowed but a mistake was made whereby the order was closed off as delivered when it wasn't. Direct debit issue explained.	Admin error to be investigated.
101003193585	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Due to staff shortages only the bins were emptied. Litter pick was not done until the next day. Therefore the litter that would have been picked by hand was left.	Staff shortage could not be helped.
101003201235	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision		Redress	Crew were unaware that more houses were occupied towards the houses still under construction.	Agreed to send crew 20 December 2022 to empty bins.
101003201746	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision		Redress	Due to winter weather unable to carry out normal collections. Returned on 19/12 and serviced bins that were left out. Any not left out can leave excess bagged waste for next collection.	Winter weather meant it was not safe for the vehicle to attend to empty bins. Unavoidable. Agreed to return or collect excess bagged waste next collection.
101003201901	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision		Redress	Crew were not aware that more houses were occupied toward the houses that are still being built, hence the bins were missed.	Agreed to send a crew 20 December 2022 to empty the bins.
101003202147	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision		Redress	Due to winter weather unable to carry out normal collections. Agreed to return 19/12 to collect those still out. All others can present excess bagged waste on next collection.	Agreed to return 19/12 to collect those still out. All others can present excess bagged waste on next collection.
101003202193	1	Household Collections	Rachel Alban	Upheld		Revision		Redress	Due to winter weather unable to carry out normal	Agreed to return on 19/12 to collect

									collections. Agreed to return on 19/12 to collect those still out. All others can present excess bagged waste on next collection.	those still out. All others can present excess bagged waste on next collection.
101003203934	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision		Redress	Due to winter weather unable to carry out normal collections. Advised excess bagged waste can be collected next collection day.	Bagged excess waste can be collected on next collection day. Unavoidable.
101003204078	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision		Redress	Due to winter weather unable to carry out normal collections. Excess waste can be bagged and collected next collection.	Bagged excess waste can be collected on next collection day. Unavoidable.
101003150093	2	Complaint Against Staff	Nicola Moss/Colin Bell	Partially Upheld	Reinforcement	Revision		Redress	Advised internal investigation with staff member was ongoing and we could not advise of outcome. Advised by own admission complainant had accessed facility out of hours when it was wrong to do so and as a result we do not accept liability for damage.	Staff member should not have accessed facility out of hours.
101003161034	2	Complaint Against Staff	Grant Brotherston	Partially Upheld	Reinforcement	Revision		Redress	Upheld the way the employee spoke to member of the public and he apologised. Not upheld comments about site being unsafe as it was checked and deemed to be compliant and safe.	Member of staff interviewed and reminded how to conduct himself round members of the public. Complaint outcome put on file.