

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 4 2022-23 – January to March 2023**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2021/22 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4
Total number of complaints received	31	42	47	45	60
Total number of complaints closed	30	40	46	45	60
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 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	28	93%	33	83%	42	91%	42	93%	58	97%
Number of complaints closed - Investigative	2	7%	7	17%	4	9%	2	5%	2	3%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	2%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	18	64%	21	64%	18	43%	14	33%	21	36%
Number of Frontline complaints partially upheld	3	11%	1	3%	5	12%	4	10%	1	2%
Number of Frontline complaints not upheld	7	25%	11	33%	19	45%	24	57%	36	62%
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 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	3	43%	1	25%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	3	43%	0	0%	1	50%	0	0%
Number of Investigative complaints not upheld	0	50%	1	14%	3	75%	1	50%	2	100%
Number of Investigative complaints resolution	1	0%	0	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 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	1	100%	0	0%
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 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4
Average time in working days for a full response - Frontline	4.11	6.55	3.76	3.62	3.91
Average time in working days for a full response - Investigative	25	39	24.75	18.5	17.50
Average time in working days for a full response - Escalated	N/A	N/A	N/A	19.0	N/A

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 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	26	93%	28	85%	35	83%	35	83%	52	90%
Number of complaints closed within 20 working days - Investigative	0	0%	2	29%	2	50%	1	50%	2	100%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	0	0%	1	100%	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	2021/22 Q4		2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	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%

Q4 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003207710	1	Other	Grant Speed	Upheld	Reinforcement	Revision			Due to the public holiday limited amount of staff working and priority was given to cemeteries where a burial was taking place.	Unable to provide more staff during public holidays therefore gritting is done on a priority basis.
101003208359	1	Lairs	Grant Speed	Upheld	Reinforcement				In this case one team of staff dug the grave and another team carried out the interment. This meant that the second team had been unaware that flowers had been moved.	Teams have been reminded to communicate information such as this to avoid distress to visitors.
101003209235	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Crew advised that some residents use containers not for glass and not supplied by council therefore spillage and breakage of glass can occur. Crews are tasked with clearing any spillage.	Crew reminded to clear any spillage or breakage.

101003211114	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Advised customer that only certain routes were affected due to weather. Advised brown bins are not collected over the two week festive period.	Agreed to return to collect the excess garden waste.
101003213638	1	Other	James Hunter	Upheld	Reinforcement	Revision			Gritting not carried out as priority to street pavements and cemeteries where interments are taking place. Investigations to determine the cause of water ponding.	Arrangements made for gritting to take place. Investigation into water ponding to be carried out.
101003214382	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Online bin calendar incorrect resulting in householders not having bins out. Staff should not have been rude.	Online calendars corrected. Staff spoken to and reminded of what is expected of a council employee.
101003215135	1	Household Collections	Lorna Davidson	Upheld	Reinforcement	Revision			Online calendar wrong resulting in householders bins not being out.	Online calendar fixed. Agreed to return to do whole route the next day.
101003227025	1	Lairs	James Hunter	Upheld		Revision			Currently obtaining costs for remedial work on potholes and path surface.	Will carry out work to path.
101003233105	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Crew not aware of missing a bin. Nothing to suggest it is contaminated.	Sent operative to empty bin by hand.
101003239893	1	Road Maintenance	Lorraine Bromehead	Upheld	Reinforcement	Revision			We did not respond in January 2022 or August 2022. Advice now given and apology for not responding.	Reason given was long term illness and query lost amongst other works.

101003245204	1	Household Collections	Sharon Mair / Lorna Davidson	Upheld	Reinforcement	Revision		Redress	Contact centre did not raise a waste call back therefore we were unaware that bins did not get emptied. Error with online calendars.	Online calendars were fixed and bins were serviced on 15.2.23.
101003245987	1	Complaint Against Staff	Grant Brotherston	Upheld	Reinforcement	Revision			Unable to determine who was at fault. Apologised to complainant for any misunderstanding.	Continue to speak to staff in toolbox talks about how to deal with customers.
101003246519	1	Footpaths/pavements	Lorraine Bromehead	Upheld	Reinforcement				The toby cover belongs to Scottish Water and is raised from the footway. Agreed to emulsion and chip around it to bring the cover in line with the footway.	Difficult to know who is at fault, Council or Scottish Water. Ensure these issues are picked up at inspection.
101003247597	1	Road Maintenance	Lorraine Bromehead	Upheld	Reinforcement	Revision			Works order was raised in December 2022 but complainant not updated hence logging a complaint.	Ongoing process of reviewing enquiries and how they are handled.
101003248386	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Member of staff spoken to. Advised not to take photographs of vehicles/members of the public and how to correctly deal with similar situation.	Reminder to all site staff how to deal with similar situations/members of the public.
101003249121	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Although no previous issues with bins, agreed to provide larger bins with locking wheels. Bins will be moved back to original location and	As above, agreed to provide bigger bins and tether to fence post.

									tethered to fence post in a bid to stop waste blowing out of bins and to stop them blowing over.	
101003251203	1	Other	Eilidh Robertson	Upheld	Reinforcement				Roads Maintenance did not answer enquiries to a shared mailbox. Works have been extended due to design changes and components for traffic lights.	Shared box will be monitored by other individuals in the team to stop enquiries being missed. Cairn housing association were contacted and asked for permission to use their car park before works started.
101003261940	1	Household Collections	Fiona Burnett	Upheld	Reinforcement			Redress	Replacement brown bin not delivered due to stock issues. Apology provided. Offered to deliver two smaller brown bins meantime if acceptable.	Delay due to no stock.
101003264024	1	Household Collections	Rachel Alban	Upheld	Reinforcement			Redress	Operatives have been spoken to and reminded not to leave bins in driveways.	Operatives have been spoken to and reminded not to leave bins in driveways.
101003266634	1	Household Collections	Jennifer Fulton	Upheld	Reinforcement			Redress	Operatives unfamiliar with route have missed bins. One-off collection to be done today.	Crews reminded to familiarise themselves with route when it is not their usual one.
101003273357	1	Road Maintenance	Grant Brotherston	Upheld	Reinforcement	Revision		Redress	We failed to get in contact with the customer despite several contacts. We have therefore not carried out identified	Insurance claim form sent out. New enquiry system is going to ensure any enquiry that comes in will be

									repairs therefore we have issued an insurance claim form to the customer and advised what works will take place to resolve the issue.	acknowledged and progressed automatically.
101003277732	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Bin swapped over for brand new one. Apology given	Crew will ensure only new clean bins are delivered to customer upon receipt of payment.