

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 1 2023-24 – April to June 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1
Total number of complaints received	42	47	45	60	55
Total number of complaints closed	40	46	45	60	51
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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	33	83%	42	91%	42	93%	58	97%	47	92%
Number of complaints closed - Investigative	7	17%	4	9%	2	5%	2	3%	4	8%
Number of complaints closed - Escalated	0	0%	0	0%	1	2%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	21	64%	18	43%	14	33%	21	36%	22	47%
Number of Frontline complaints partially upheld	1	3%	5	12%	4	10%	1	2%	2	4%
Number of Frontline complaints not upheld	11	33%	19	45%	24	57%	36	62%	23	49%
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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	43%	1	25%	0	0%	0	0%	1	25%
Number of Investigative complaints partially upheld	3	43%	0	0%	1	50%	0	0%	0	0%
Number of Investigative complaints not upheld	1	14%	3	75%	1	50%	2	100%	3	75%
Number of Investigative complaints resolution	0	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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	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%	1	100%	0	0%	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	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1
Average time in working days for a full response - Frontline	6.55	3.76	3.62	3.91	2.98
Average time in working days for a full response - Investigative	39	24.75	18.5	17.50	16.50
Average time in working days for a full response - Escalated	N/A	N/A	19.0	N/A	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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	28	85%	35	83%	35	83%	52	90%	47	100%
Number of complaints closed within 20 working days - Investigative	2	29%	2	50%	1	50%	2	100%	3	75%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	1	100%	0	0%	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	2022/23 Q1		2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1	
	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%

Q1 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003280091	1	Recycling	Jim Durkin	Partially Upheld		Revision			Advised bins are serviced daily also adequate bins in the vicinity of the school. Unable to carry out promotion in schools due to limited staff.	Team would like to carry out promotion in schools when staffing time allows.
101003287282	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Customer contact was closed off as dealt with as the customers father lives upstairs and he told the crew not to leave the recycle bins as they would share. Customer wanted her own and they have now been delivered.	Unfortunate that the crew spoke to the customer's father and took instruction. Reminder to crew to check with Team Leader or customer for required action.
101003289048	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Unsure why permit was not received. Asked crew to return to property to empty bin.	Admin asked to send out permit.
101003290575	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision		Redress	Case was closed off with marking bins as delivered as this fell on the same day that a neighbour had larger bins delivered.	Reminded admin staff about accuracy when closing requests for larger bins. Asked crew to deliver bins 17.4.23.

101003296601	1	Public/School transport	Stevie Robertson	Upheld	Reinforcement	Revision		Redress	Booking system and booking a passenger on the same journey explained. Advised that customer services appear to have given out wrong information.	Will speak to customer services to provide training to ensure they know how to book an additional passenger onto a journey.
101003306999	1	Other	Grant Brotherston	Upheld	Reinforcement	Revision		Redress	Damage caused by a council vehicle. Enquiries directed to a member of staff via a shared mailbox they can't access. Once this was discovered permissions were changed to stop this happening again. Arrangements have been made to have the damage repaired.	Shared mailbox permissions altered. Arrangements made to have the repair carried out again by an agreed date.
101003309093	1	Lighting	Alison Forteach	Upheld	Reinforcement	Revision			The call target date was 13.3.23 but fault was not repaired. Issue is lantern failures. Council is awaiting urbis lanterns to be delivered.	Telephone call was made to the lady to explain the issue and she was satisfied.
101003310646	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			It is difficult to tell if waste is left in the bin after emptying as sometimes the bins are packed very tightly by the owners therefore the bin does not completely empty once put on the lifter.	Will ask operatives to check heavier than usual bins to make sure all the waste has come out.
101003319871	1	Other	James Hunter	Upheld	Reinforcement	Revision		Redress	Apologies given. Advised a contractor has been appointed to investigate and find a solution. Unable to give timescale.	Delay due to appointing an external contractor. Team advised to provide prompt updates.

101003320113	1	Household Collections	Rachel Alban	Partially Upheld	Reinforcement	Revision			Bin not emptied due to contamination. Apologised if not explained correctly. Asked for contamination to be removed so bin is serviced in the future. Advised staff do not have to give name (to protect staff from online abuse).	Employee has been spoken to by line manager and advised how to speak to members of the public in future.
101003322340	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Not sure why bin was missed, no reason given by crew. Explained how many bins are serviced on any given day and there can be occasions when bins are missed.	Advised excess waste can be left and will be collected on next collection date.
101003324251	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			A change in collection on the route has meant that two wagons pass by the property and on this occasion both drivers assumed the other had emptied the bin. A wagon returned to service the bin. Explained that the only other time we are aware of the bin being missed was when temporary traffic lights were blocking the wagon from being able to empty the bin.	Advised complaint is upheld. Ensure better communication between drivers as to who is emptying the bin.
101003325756	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised what kind of plastic can be recycled and where it goes.	Only certain plastic can be recycled.
101003329875	1	Grass	Grant Speed	Upheld	Reinforcement	Revision			Tractor breakdowns caused delays to grass cutting schedule.	All breakdowns now fixed.

101003338367	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Advised due to staff absences, team were unable to service public bins at the usual frequency. Advised a member of staff had emptied the bins.	Advised that this was an unusual circumstance due to staff absence.
101003338586	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Glass was dropped but can happen when containers are over filled or incorrect container is used. Operatives carry a brush and shovel and endeavour to pick up all the glass but difficult to see on the road.	Reminder to operatives to be vigilant picking up glass.
101003339384	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision		Redress	Apologies for delay in delivering replacement brown bin. The request had been closed off on the system.	Bin to be delivered. Checking with manager about refund and will inform complainant once known.
101003339612	1	Road Maintenance	Lorraine Bromehead	Upheld	Reinforcement	Revision		Redress	Apology given for not responding to enquiry. Repair work completed and insurance form issued for damage suffered to property.	Staff reminded to respond in a timely manner. Upgraded system should provide real time updates that will stop this from happening.
101003339857	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Bin was swapped over for a working bin.	Communication with admin and staff in waste to ensure bins are swapped over in a quicker timescale.
101003344008	1	Road Maintenance	Julie Ballantyne	Upheld	Reinforcement	Revision			Road maintenance activities not undertaken. Will arrange to have resurfacing undertaken and to surface dress a year or so afterwards.	Unsure why road was not maintained as still on list of public roads.

101003344741	1	Other	Fiona Burnett	Upheld	Reinforcement	Revision			Advised employee has been reminded that this behaviour is not acceptable.	Advised that the employee has been reminded of the council's smoking policy.
101003344803	1	Car Parks	Karen McGilly	Upheld	Reinforcement	Revision			The tree was inspected and some cutting back needed to ensure driver visibility was clear.	Tree was pruned back to ensure visibility was clear.
101003344955	1	Road Maintenance	Julie Ballantyne	Upheld	Reinforcement			Redress	Advised surface dressing had taken place with sand to be added where surface dressing hasn't bound. Customer advised e-mail was written in anger and thanked staff member for call.	Will take action to add sand where surface dressing hasn't bound.
101003347037	1	Household Collections	Andy Hay	Upheld	Reinforcement				Service fault that the bin was put into the wagon by mistake.	Service will replace the container that was put into the wagon by mistake. Staff have been spoken to and reminded to leave customer containers at the kerbside.
101003321664	2	Household Collections	Mike Neary/Sharon Mair/Donna Kelly	Upheld	Reinforcement	Revision	Reimbursement	Redress	Bulky uplift not recorded correctly though payment taken. Customer unhappy at system issues, lack of communication. Advised this was a one off and Advisor was informed of the issue to stop it happening again. Bulky uplift re-booked and items collected.	Advised customer that Advisor had been spoken to and the issue was a one off. Advised customer that full payment for bulky will be refunded.