

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 2 2023-24 – July to September 2023**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2
Total number of complaints received	47	45	60	55	78
Total number of complaints closed	46	45	60	51	78
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>	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%								
Number of complaints closed - Frontline	42	91%	42	93%	58	97%	47	92%	75	96%
Number of complaints closed - Investigative	4	9%	2	5%	2	3%	4	8%	3	4%
Number of complaints closed - Escalated	0	0%	1	2%	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>	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%								
Number of Frontline complaints upheld	18	43%	14	33%	21	36%	22	47%	32	43%
Number of Frontline complaints partially upheld	5	12%	4	10%	1	2%	2	4%	2	3%
Number of Frontline complaints not upheld	19	45%	24	57%	36	62%	23	49%	41	55%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

<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>	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	0	0%	0	0%	1	25%	1	33%
Number of Investigative complaints partially upheld	0	0%	1	50%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	3	75%	1	50%	2	100%	3	75%	2	67%
Number of Investigative complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

<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>	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	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%	1	100%	0	0%	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%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2
Average time in working days for a full response - Frontline	3.76	3.62	3.91	2.98	3.67
Average time in working days for a full response - Investigative	24.75	18.5	17.50	16.50	14.33
Average time in working days for a full response - Escalated	N/A	19.0	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>	2022/23 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	35	83%	35	83%	52	90%	47	100%	66	88%
Number of complaints closed within 20 working days - Investigative	2	50%	1	50%	2	100%	3	75%	3	100%
Number of complaints closed within 20 working days - Escalated	0	0%	1	100%	0	0%	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 Q2		2022/23 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2	
											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%

Q2 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003351534	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Site attendant should allow customer to deposit the items they had as the site was near empty and he is not from the area.	Advised attendant should have exercised common sense. Customer to keep team leader phone number in case of any further issues
101003352227	1	Car Parks	Karen McGilly	Upheld	Reinforcement	Revision			Top level of car park closed due to seagull issue until a suitable solution can be found. Car park attendants will patrol and keep a note of capacity to ensure this is not causing issue.	Working with Elgin BID to try to find a solution.
101003355480	1	Complaint Against Staff	Andy Hay	Upheld	Reinforcement	Revision			Apologised for staff members behaviour. Advised that member of staff was spoken to. .	Staff reminded how to interact with public. Also advised drivers their behaviour needs to reflect a good example.
101003365221	1	Household Collections	Ally Gordon	Upheld	Reinforcement	Revision			Relief driver did not know that the glass would not be presented at the kerbside but would still need to be accessed and emptied.	Apology given. All glass now emptied.
101003366225	1	Road Maintenance	Lorraine Bromehead	Upheld		Revision			Surface dressing work planned but leave and sickness has caused delays. The bridge was outwith Moray Council jurisdiction.	Will continue to monitor this road and any immediate safety defects will be attended to.
101003366586	1	Recycling	Ally Gordon	Upheld	Reinforcement				Complainant had not been using the correct skip and was asked separate and put in correct skip.	Attendant has been spoken to and reminded he should remember to speak to the public in a polite and courteous manner

101003366958	1	Lighting	Alison Forteath	Upheld	Reinforcement				Error on our part in submitting the wrong value to our supplier for the energy consumption for the lights	Action taken to remedy the error
101003371350	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Team Leader visited lady at home and apologised bin was missed. Team Leader emptied bin on 5.8.23.	Reminder given to crew that the lady is an assisted collection.
101003372181	1	Other	Lorna Davidson	Partially Upheld	Reinforcement	Revision			Roads Maintenance Inspector attended to reset SSE cover. Spoke to householder about condition of footway. Housing and Property will attend to put weed killer down and add to programme for retreatment. Waste bins will be purchased and added to catch school pedestrian traffic.	The close and footway should have been on a programme for checking, weedkilling but this was not happening.
101003373275	1	Lighting	Mark Atherton	Upheld	Reinforcement	Revision			Confirmed that the works were due to urgent cabling issue/fault. Agreed to cease works until 11.9.23.	Did not consult with businesses until two days before - More notice should have been given.
101003373313	1	Household Collections	Andy Hay	Partially Upheld	Reinforcement	Revision			Outlined previous contact and action taken. Advised that collection day changed January 2023 and letter was sent out to advise.	Agreed that crew could walk the length of Waterside Road to check for bins if the road is blocked and the wagon cannot reverse to collect.
101003376246	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised that bin was delayed as we were waiting for new stock. Bin has been replaced today. Apology given.	Apology given. Better communication advising of delays to be given.
101003379170	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision	Reimbursement		Council at fault for leaving a bag on wing mirror of car causing damage. of around £50. Cost will be met by Fleet Services. Email sent to customer to confirm outcome and close complaint.	Reminder issued via a tool box talk about leaving glass recycling bags hanging on the car wing mirrors and possible cost of damage and inconvenience to the customer.
101003382945	1	Public/School transport	Sharon McGlinchey	Upheld	Reinforcement	Revision			Driver was running late, signal down on his tablet. Did not make staff in the office aware so no contact was made with customers who had bookings. Additional training required on how to deal with a passenger in an electric wheelchair in order to oversee the boarding and safe travel.	Member of office staff to travel on journey next time passenger is booked to ensure the driver is trained.

101003383551	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised customer that bin being delayed was due to no stock. Apologised that customer was not kept up to date.	Waste team to review the wording re bin delivery timeframe and advise customers of impact of no stock being received on date given.
101003384654	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Reason for delay is stock not being received. Now working through back log of deliveries.	Will look at how to update customers more directly with regards to bin delays due to stock not arriving.
101003385001	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision		Redress	Booking and calls retrieved from contact centre. Spoke to customer and apologised for the missed journey. Unsure what happened other than the booking was being made as a signal dropped out (this has happened in parts of Speyside and Buckie).	Advised lady that roaming sim cards have been bought and are being used in some known areas where the signal dropped out.
101003387427	1	Complaint Against Staff	Gary Youngson	Upheld	Reinforcement	Revision		Redress	Driver was interviewed and agreed that he passed the persons car at the narrowest part of the road and was in very close proximity to the car.	Has been advised that his driving is being monitored.
101003388877	1	Complaint Against Staff	Paul Giles	Upheld	Reinforcement	Revision		Redress	Employee reminded of potential safety implications of actions on site and the behaviour expected of council employees. A number of vehicles had sped through road works prior to incident.	Employee was spoken to and reminded of what is expected of a council employee.
101003388888	1	Other	Paul Giles	Upheld	Reinforcement	Revision			Member of staff dropped cleaning solution to customer who wanted to clean his car himself.	Staff reminded wet tar should not be left to be driven through. Will put in place measures to make sure this doesn't happen again.
101003389194	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Route changes and driver changes meant that bin was not emptied.	Driver returned to service bins and will ensure it is checked each collection day.
101003389545	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Only one operative was covering emptying bins and litter picking for the whole of Elgin on the day in question. Priority was given to emptying bins only. Ordinarily it would include litter picking at the same time.	Unable to change action due to staffing levels - No resource available to carry out emptying bins and litter picking.

101003390759	1	Complaint Against Staff	Donna Kelly, Andrew Ingram, Lorna Davidson	Upheld	Reinforcement	Revision			Explained that we expected more from the CC Advisor and they have been spoken to. Explained that potholes reported and insurance claim form on the way.	CC Advisor spoken to and the correct way to deal with the enquiry was discussed.
101003391532	1	Grass	James Hunter and Eilidh Robertson	Upheld	Reinforcement	Revision			Advised that staff member was spoken to. Advised there is a fault with the lights not beeping and this is in progress of being fixed.	Staff member has been interviewed and counselled on this situation.
101003391900	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Spoken to site attendant and advised that the site should only close for 5-10 minutes if it has to for health and safety reasons and not 20 minutes.	Apology given and assurance that it will not happen again.
101003392279	1	Other	Callum Buchan, Kerrie Walker, Lorna Davidson	Upheld		Revision			Wrong phone number was given to make payment and nobody got in touch from out of office details.	Mistake made when composing e-mail and wrong digit in telephone number.
101003392938	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Contact Centre was asked to review calls. Agreed that Advisor could have provided better response.	Training to be provided to Advisor.
101003393970	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Advised customer that the driver arrived late at her home for pickup and by that time she had accepted a private lift. Apology given for issue and for the delay in responding to her complaint by one day.	Driver error in arriving late but sometimes unavoidable. Apologised for the issue and for being late with complaint.
101003395628	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Bins not in stock. Apologised for the delay and for the lack of communication.	Will aim to communicate with customers if there is going to be a delay.
101003398818	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Glitch found in booking system that has now been fixed. Apologised for the stress caused.	Glitch now fixed so should be no further issues.
101003399819	1	Lighting	Grant Brotherston	Upheld	Reinforcement	Revision		Redress	Council failed to communicate effectively with community. Work started and stopped due to complaints/response received by community. Works re-looked at and columns replaced at 146a and 158.	Better communication prior to works taking place. Team to respond to calls and messages received.
101003400071	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Crew missed bin by mistake. Next collection was cancelled due to staffing issues. No rebates given for council tax.	Unfortunately nothing could be done due to staffing issues. Excess will be collected as an alternative.

101003401133	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			The glass collection was cancelled due to staff shortages and excess can be uplifted on next collection day.	Cancelling the collection caused the least disruption to the service and householders.
101003405687	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			When the booking was made the contact centre did not mark on the booking that this was an assisted collection hence the items were not collected as they were not visible.	Apology given for the missed details. Re-booked the collection advising it is an assisted collection.
101003372506	2	Lighting	Grant Brotherston	Upheld	Reinforcement	Revision		Redress	Invoice was issued with incorrect amount. Department communicated poorly with customer.	Invoice will be re-issued. Agreed communication was poor. Training with team to improve this going forward. Will also put in place system whereby quote with terms and conditions is sent out and signed by both parties including any further changes before any work is done.