

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 3 2023-24 – October to December 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3
Total number of complaints received	45	60	55	78	82
Total number of complaints closed	45	60	51	78	77
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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	42	93%	58	97%	47	92%	75	96%	71	92%
Number of complaints closed - Investigative	2	5%	2	3%	4	8%	3	4%	6	8%
Number of complaints closed - Escalated	1	2%	0	0%	0	0%	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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	14	33%	21	36%	22	47%	32	43%	29	41%
Number of Frontline complaints partially upheld	4	10%	1	2%	2	4%	2	3%	5	7%
Number of Frontline complaints not upheld	24	57%	36	62%	23	49%	41	55%	37	52%
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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	25%	1	33%	0	0%
Number of Investigative complaints partially upheld	1	50%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	1	50%	2	100%	3	75%	2	67%	6	100%
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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	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	1	100%	0	0%	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%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2	2023/24 Q3
Average time in working days for a full response - Frontline	3.62	3.91	2.98	3.67	3.93
Average time in working days for a full response - Investigative	18.5	17.50	16.50	14.33	17.83
Average time in working days for a full response - Escalated	19.0	N/A	N/A	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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	35	83%	52	90%	47	100%	66	88%	59	83%
Number of complaints closed within 20 working days - Investigative	1	50%	2	100%	3	75%	3	100%	3	50%
Number of complaints closed within 20 working days - Escalated	1	100%	0	0%	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 Q3		2022/23 Q4		2023/24 Q1		2023/24 Q2		2023/24 Q3	
	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%

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
101003407798	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Bins Out of stock with significant backlog. Bins delivered 2.10.23	Bins delivered and backlog dealt with.
101003408082	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Admin error with list meant request not recorded on list so bins not delivered. Bins now delivered; apology sent by letter	Team spoken to re error to make sure it doesn't happen again.
101003411496	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Bin delivered and swapped with wrong bin at wrong address. Advised that bin and permit will be replaced.	Delivery crew reminded to double check address they are going to.
101003412481	1	Household Collections	Gary Youngson	Upheld	Reinforcement	Revision			Crew were unable to access the items for collection.	Waste Manager addressing issues raised: why crew did not telephone customer whilst on site, why calling card wasn't left or why information not passed to a supervisor to deal with.
101003414610	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Don't know why bin was missed. Error on part of the crew. Apology given. Excess can be uplifted on next collection.	Crew spoken to but number of bins emptied mean genuine mistakes are made.
101003418824	1	Household Collections	Rachel Alban	Upheld	Reinforcement				Unfortunately, due to the vehicle and crews servicing up to 1200 properties per day there are, on occasion, bins which are not serviced. Apology given to customer.	Ensure all bins are emptied

101003419512	1	Public/School transport	Charlie Shaw	Partially Upheld	Reinforcement	Revision			Bus driver was running late. Arrived at 1135, waited until 1140 for complainant. Complainant said they also waited til 1140	
101003419963	1	Household Collections	Gary Youngson	Upheld	Reinforcement				Bin lorry did not need to drive over the grass as there is enough room for it to manoeuvre.	Discussed with the driver. Advised this should not happen. Will be monitored
101003424315	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Unable to determine if the bin was missed by accident or if the bin was not out on time.	Advised that excess can be left next collection or taken to nearest HWRC.
101003425754	1	Lighting	Alison Forteath/Lorna Davidson	Upheld	Reinforcement	Revision			Failed to reply to August correspondence and did not provide a follow up call. Complaint was also late by 2 days. Actual fault is not council, it is SSE so advised repair target date.	Street Lighting Supervisor to look into why no contact was made to initial report.
101003426306	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Unable to determine why bin was missed. Advised of no return policy but excess could be collected on next date.	Advised crew to be vigilant about missed bin.
101003428178	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Unable to determine why caddy was missed. Returned to property to empty it.	Advised that staff have been reminded about caddy and instructions printed off for next collection.
101003429298	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			Community Wardens were investigating fly tipped rubbish but no info found to take action. other items were then fly tipped after initial report. All items removed.	Will carry out regular attendance at location for fly tipped items.
101003430903	1	Other	Glen Hopkins	Upheld	Reinforcement	Revision			Staff have been spoken to and advised they should ensure vehicles are moved from the vicinity of the machine carrying out the work.	Offered to clean car if still in a mess. Advised that staff have been spoken to.
101003432357	1	Complaint Against Staff	Debbie Halliday / Lorna Davidson	Upheld	Reinforcement	Revision			Staff member received calls but due to competing priorities and annual leave had not managed to reply.	Workload issues and annual leave led to no return of calls. Contact to be made on return..

101003433375	1	Other	James Hunter	Upheld	Reinforcement	Revision			Apologised for condition of paths following works to remove old play equipment in order to make way for new equipment. recent weather conditions have resulted in ground damage.	Contractor advised he should have put up signage to alert path users and clean up of paths should have taken place. Path surfaces will be cleaned as result of this complaint.
101003436497	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Call made to apologise for the lack of contact and not having received the bin. Crew instructed to deliver bin this afternoon.	Investigation into why the contact was not followed up to ensure it does not happen again. Phone number given to resident for any further issues.
101003438060	1	Household Collections	Mike Neary	Upheld	Reinforcement	Revision			Footage from the house doorbell clearly showed member of staff throwing household bin.	Apologised to householder. Advised this behaviour is not what is expected from staff. Advised that replacement bin would be delivered same day (23.11.23).
101003440355	1	Other	Grant Speed	Upheld	Reinforcement	Revision			Advised complainant about the differences in soil/grass between Deskford and Elgin cemeteries. Advised that there have been a number of breakdowns and staffing issues.	Will arrange for sunken lairs to be repaired. Will repair leaking water pipe.
101003440722	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			Member of staff who updates timetables has not got round to replacing them all yet.	Timetables posted to constituent meantime. E-mail sent to MP to advise.
101003441723	1	Public/School transport	Carole Dawson, Janice Legge, Lorna Davidson	Partially Upheld	Reinforcement	Revision			School bus made decision to stop as parents had gathered their children at the location - this is not a usual occurrence. Advised the drain is on a 2 yearly clean regime. Advised that the bus stop is not council owned and hail and ride applies. Advised that the section of road for ploughing only will be added to contract of person carrying out the work.	Although not a usual occurrence and explained why the school bus was stopped where it was - it was not the right pick up point for the bus. Parents have been informed of the new pick up point and what to do in similar weather.
101003442177	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised that driver does not recall missing a bin and advised we empty 1200 properties bins per day. Advised about no return.	Driver was made aware of complaint and to be vigilant.

101003446217	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Tried to contact customer several times since order and got no response. On receipt of complaint contacted customer again and left a message. Tried again later in the day and spoke to customer. Apologised for not delivering the bin as the crew did try to deliver it after it was ordered but looked at the wrong property and mistakenly took the bin back.	Crew to be vigilant when checking location/address. Consider writing a letter when unable to reach customer by phone.
101003447585	1	Public/School transport	Charlie Shaw	Upheld	Reinforcement	Revision			Bus was late so she didn't get to her destination on time. Return journey was too early and she ended up missing the bus. Her departure was booked for 12.45pm but arrived at 12.30pm instead.	Have raised the issue with external company why she received an earlier time for pickup.
101003447773	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apologised for the way staff member spoke. Advised the issue with the road and that it would be followed up again with roads maintenance. Advised reconfiguring site to make it easier and safer but no timescale can be given.	Apology given. Advised staff member spoken to. Advised changes to site will take place.
101003448274	1	Household Collections	Rachel Alban	Upheld	Reinforcement	Revision			House is on the east side of the square and all other properties on the west. Collection route was changed a number of months ago but it was not picked up that his house should also of been on the change. Therefore his bins were not collected and previous reports were closed as missed no return collections.	Apologised and printed correct calendar and posted to customer.
101003448384	1	Lighting	Alison Forteath/Lorna Davidson	Partially Upheld	Reinforcement	Revision			Advised lanterns were replaced and lights now working.	Enquiries should be dealt with in a timely manner.
101003449397	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Advised that waste does on occasion spill and staff are asked to tidy up as much as practicable. If there is going to be an impact on their route they	Apology given that Team Leader was not contacted about waste left on the ground.

[illegible]

