

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 4 2024-25 – January to March 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Total number of complaints received	85	88	94	56	40
Total number of complaints closed	90	84	94	59	44
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	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	82	91%	75	89%	84	89%	51	86%	43	98%
Number of complaints closed - Investigative	6	7%	9	11%	9	10%	8	14%	1	2%
Number of complaints closed - Escalated	2	2%	0	0%	1	1%	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	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	29	35%	36	48%	42	50%	18	35%	25	58%
Number of Frontline complaints partially upheld	6	7%	8	11%	10	12%	1	2%	2	5%
Number of Frontline complaints not upheld	47	57%	31	41%	32	38%	25	49%	15	35%
Number of Frontline complaints resolution	0	0%	0	0%	0	0%	7	14%	1	2%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	17%	2	22%	2	22%	4	50%	0	0%
Number of Investigative complaints partially upheld	0	0%	3	33%	3	33%	1	12%	0	0%
Number of Investigative complaints not upheld	5	83%	4	45%	4	45%	3	38%	1	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	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 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%	0	0%	0	0%
Number of Escalated complaints not upheld	2	100%	0	0%	1	100%	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	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4
Average time in working days for a full response - Frontline	3.63	3.39	3.74	4.24	3.44
Average time in working days for a full response - Investigative	35.17	21.56	27.67	38.5	20.0
Average time in working days for a full response - Escalated	22.50	N/A	35	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	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	73	89%	69	92%	71	85%	41	80%	39	90.7%
Number of complaints closed within 20 working days - Investigative	2	33%	3	33%	4	44%	1	12%	1	100%
Number of complaints closed within 20 working days - Escalated	1	50%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2023/24 Q4		2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 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
101003690406	1	Household Collections	Jim Durkin	Partially Upheld	Reinforcement	Revision			Advised complainant that letter sent out with brown bin permit advised that no festive collections would be undertaken. Advised that complaint partially upheld as the online bin calendar should have been amended.	Apology given for not amending online calendar.
101003690774	1	Road Maintenance	Emma Watkins	Upheld	Reinforcement	Revision			Gullies cleared 17.12.24. Confirmed there is still an issue at this location. Advised further investigation to take place to determine if further cleaning is required.	Advised investigation to take place.
101003691593	1	Winter Maintenance	Emma Watkins and Stewart McLauchlan	Partially Upheld	Reinforcement	Revision			Advised about priority for roads and pavements to be treated. Advised that	School experienced issues updating system on first day back after the

									school experienced difficulties updating messages on first day back. This has now been rectified.	christmas holidays, this has now been rectified.
101003691935	1	Complaint Against Staff	Glen Mackie	Upheld	Reinforcement	Revision			Driver agreed that driving was not suitable for the conditions and agreed he should of been more aware of complainants movements and that of her dogs and that he was too close.	Incident discussed and river has been reminded of obligations and safety of members of public and crew. Agreed that he will take this into consideration in the future.
101003692973	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Bins not emptied due to oversight. Apology given. Advised that other bins being emptied were part of trade waste.	Apology given. Was not regular crew emptying bins.
101003697619	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Crew should have emptied the blue bin even though the purple bin was tagged for contamination.	both bins now emptied.
101003697782	1	Lighting	Emma Watkins	Upheld	Reinforcement	Revision			Apologised for having to make repeated requests. Advised they hope to fix by the end of week commencing 13.1.25	Apology given. Lack of resources and backlog of work.
101003699601	1	Household Collections	Gordon Robertson	Upheld		Revision			Apology given for the response that was received. Called customer and advised bins would be emptied that day.	Apology given for response. Bins emptied.

101003703977	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Apology given. Advised not usual crew emptying bins.	Apology given. Excess waste to be collected on next collection.
101003708820	1	Other	Elaine McRae	Upheld	Reinforcement	Revision			Delivery driver faced obstructions and challenges in order to make delivery to school canteen.	Have spoken to driver and they have been asked to pull over as far as possible when the ASN drop-off area is not accessible and are also looking at different ways they might be able to deliver to minimise disruption.
101003709921	1	Road safety/Traffic Calming	Eilidh Robertson	Upheld	Reinforcement	Revision			Contact in September 2024 - agreed to relocate horse and rider sign but work not carried out. Apology given for no contact. Advised complainant can erect private signage about no entry to caravan park on private land. Will investigate the mundole 1 sign that is missing. Road not eligible for an alternative speed limit.	Apology given. Sign to be erected 6.2.25.
101003710782	1	Lighting	Emma Watkins	Upheld	Reinforcement	Revision			Apology given for repeated attempts to contact street lighting. Advised that further info is required in order to determine if column can be moved.	Apology given.

101003711090	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Previously bins were presented beside the property but causing confusion for loaders collecting the bins.	Agreed that in future bins will be presented to Bain Road. Agreed to return and empty the bins on this occasion.
101003711205	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Apology given.	Advised crew returning 31.1.25 to empty bins.
101003712136	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Vehicle issues meant different crew carried out route and missed households. Apology given.	Apology given. Collection carried out 3.2.25 instead.
101003719315	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apologised for glass being missed.	Returned to address to collect glass. Apology given.
101003719892	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			phone call made and apologised. letter was sent to house addressed to previous resident to advise bin would be removed. Apologised for accessing property and leaving gate open. advised bin would be replaced for a clean new one.	Apology given. bin replaced for new one.
101003729081	1	Lighting	Emma Watkins	Upheld	Reinforcement	Revision			Apology given for having to make multiple contacts. Advised that phone call was made and agreed that further investigations are required.	Apology given for lack of contact. Staff to be more vigilant in responding to enquiries before they become complaints.

101003730311	1	Household Collections	Fiona Burnett	Resolution	Reinforcement	Revision			Attended property to deliver bins. Apology given to complainant.	Apology given for delay and lack of communication. Delivered bins.
101003732759	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given for the way staff member spoke to complainant. Advised that staff member has been spoken to and reminded how to speak to members of the public.	Apology given. Staff member spoken to.
101003736129	1	Grass	Grant Speed	Upheld	Reinforcement	Revision			Apology given for driver error and damage to fence. Driver said he was unaware of striking the fence. Advised will undertake repairs.	Apology given. Advised will undertake repairs.
101003741811	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given to complainant for the way member of staff spoke. Advised that they have been spoken to and reminded of how they should conduct themselves with members of the public.	Apology given. Staff member spoken to.
101003742618	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Apology given for the manner in which the empty bins were left. Advised that will return to empty glass bin.	Apology given. Have discussed with crew in question and will carry out reminder briefing with all crew to ensure no repeat.

101003742650	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			17.3.25 e-mail sent to advise bins had been delivered couple weeks prior. Further e-mail from customer advised no brown bin or bottle bag had been delivered. e-mail to customer to apologise for misunderstanding and advised bin and bag now delivered.	Apology given for bin and bag not being delivered and for subsequent misunderstanding about delivery.
101003746019	1	Complaint Against Staff	Sharon McGlinchey	Upheld	Reinforcement	Revision			Phoned complainant and apologised. Advised our drivers are trained to a good standard.	Apology given. Driver spoken to and advised how he could of handled the situation differently.
101003746580	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Disagreement about whether a replacement is required due to other bins on site. Bins were removed and replacement ordered for delivery.	Agreed to pickup excess on next collection.
101003750225	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			Taxi company interviewed apology from driver given. Advised driver will not be present on this journey in future.	Apology given. Advised driver will be on a different route.
101003750237	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Bins delivered (this was a previous complaint). Crew not realising bins had been delivered so did not empty bins.	Returned to service all bins. Apology given.