

Complaints Monitoring Report
Environmental & Commercial Services
Quarter 1 2025-26 – April to June 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1
Total number of complaints received	88	94	56	40	48
Total number of complaints closed	84	94	59	44	46
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	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	75	89%	84	89%	51	86%	43	98%	44	96%
Number of complaints closed - Investigative	9	11%	9	10%	8	14%	1	2%	1	2%
Number of complaints closed - Escalated	0	0%	1	1%	0	0%	0	0%	1	2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	36	48%	42	50%	18	35%	25	58%	20	46%
Number of Frontline complaints partially upheld	8	11%	10	12%	1	2%	2	5%	1	2%
Number of Frontline complaints not upheld	31	41%	32	38%	25	49%	15	35%	23	52%
Number of Frontline complaints resolution	0	0%	0	0%	7	14%	1	2%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	22%	2	22%	4	50%	0	0%	0	0%
Number of Investigative complaints partially upheld	3	33%	3	33%	1	12%	0	0%	0	0%
Number of Investigative complaints not upheld	4	45%	4	45%	3	38%	1	100%	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	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 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%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	1	100%	0	0%	0	0%	1	100%
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	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	2025/26 Q1
Average time in working days for a full response - Frontline	3.39	3.74	4.24	3.44	2.91
Average time in working days for a full response - Investigative	21.56	27.67	38.5	20.0	15
Average time in working days for a full response - Escalated	N/A	35	N/A	N/A	17

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	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	69	92%	71	85%	41	80%	39	90.7%	40	91%
Number of complaints closed within 20 working days - Investigative	3	33%	4	44%	1	12%	1	100%	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2024/25 Q1		2024/25 Q2		2024/25 Q3		2024/25 Q4		2025/26 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
101003760953	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Apology given. Advised crew spoken to re securing bag to a bin or fence on next collection.	Apology given and crew spoken to.
101003763163	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Advised that father is on the assisted collection list. Apology given for collection being missed. Crew uplifted waste.	Apology given. Waste collected.
101003763858	1	Other	Glen Mackie	Upheld	Reinforcement	Revision		Redress	Repeated issue resurfaced with bins not being emptied	Revisit training and team briefs delivered to crews
101003765581	1	Complaint Against Staff	Emma Watkins	Upheld	Reinforcement	Revision			Member of staff spoken to. Apology given.	Apology given. Staff member spoken to.
101003765731	1	Other	Emma Watkins	Upheld	Reinforcement	Revision			Advised that instruction for works was not actioned. Staff will return to remove offlet and reinstate verge.	Apology given. Staff will return to site to carry out further works.

101003768005	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			Usual driver on leave, replacement driver off sick. Route was covered at last minute by another driver unfamiliar with route.	Drivers have been spoken to about the route and the correct timings. PTU Team e-mail address given for any further issues.
101003768827	1	Other	James Hunter	Upheld	Reinforcement	Revision			Replacement swing set has been received but we are unable to install until mid-June. Apology given for delay.	Apology given for delay.
101003774634	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Telephoned and apologised. Will investigate what happened. Bin being delivered today.	Apology given. Bin delivered.
101003774863	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given for delay. Advised bin now delivered.	Apology given for delay in delivering bin.
101003775297	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Apologised for the glass being broken. Advised crews to be careful. Mechanical sweeper to attend.	Apology given. Mechanical sweeper sent to clean area.
101003782530	1	Household Collections	Mike Neary	Upheld	Reinforcement	Revision			Apology given. Skip was empty driver had failed to sweep resulting in some loose bits of paper being in the vehicle when driven.	Apology given, driver spoken to.
101003785465	1	Safety Issues	Eilidh Robertson	Upheld	Reinforcement	Revision			Apology given. Reply was mistakenly sent to a council mailbox instead of to the complainant.	Apology and explanation given.

101003796634	1	Car Parks	Fran Marchetti	Partially Upheld	Reinforcement	Revision			Apology given for no response. Offered to reduce the fee to £60 if paid in the next 10 working days. Advised the ECN is still valid.	Apology given. Offered reduced fee for 10 working days.
101003805118	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apologised. Returned to empty bin and replacement permit delivered.	apology given. bin emptied. replacement permit delivered.
101003807411	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Phonecall made. Apology given. Advised operative will receive refresher customer training.	Apology given. Staff member to carry out refresher customer training.
101003808424	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Phonecall made. Apologised for the mess left by the lorry. Explained leakage happens from time to time and grateful residents cleaned it up.	Apology given. Phonecall made and followed up with e-mail.
101003808950	1	Grass	Richard Morren	Upheld	Reinforcement	Revision			Met complainant on site. Apologised for any damage caused. Agreed to rectify signs and carry out strimming.	Apology given. Corrective action taken to make the signs right.
101003809581	1	Complaint Against Staff	Emma Watkins	Upheld	Reinforcement	Revision			Apology given. Advised staff are responsible to pull in.	Apology given.
101003809984	1	Complaint Against Staff	Gordon Robertson	Upheld	Reinforcement	Revision			Apology given. Advised driver has been spoken to and discussion held about conduct in public.	Apology given and driver spoken to.

101003809996	1	Complaint Against Staff	Emma Watkins	Upheld	Reinforcement	Revision			Explained staff members account of the interaction. Apologised for speaking inappropriately to the member of the public.	Explanation given. Apology given. Reminded customer of how the Council expects workers to be treated.
101003812662	1	Complaint Against Staff	Gordon Robertson	Upheld	Reinforcement	Revision			Phonecall made. Apology given after confirming with driver that bins were left some distance from property. Advised staff member will be spoken to.	Apology given. Staff member spoken to.