

Complaints Monitoring Report

Operations & Environment

Quarter 3 2025-26 – October to December 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2024/25 Q3	2024/25 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3
Total number of complaints received	56	40	48	47	42
Total number of complaints closed	59	44	46	49	38
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 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	51	86%	43	98%	44	96%	46	94%	35	92%
Number of complaints closed - Investigative	8	14%	1	2%	1	2%	2	4%	3	8%
Number of complaints closed - Escalated	0	0%	0	0%	1	2%	1	2%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	18	35%	25	58%	20	46%	21	46%	18	51%
Number of Frontline complaints partially upheld	1	2%	2	5%	1	2%	2	4%	0	0%
Number of Frontline complaints not upheld	25	49%	15	35%	23	52%	23	50%	16	46%
Number of Frontline complaints resolution	7	14%	1	2%	0	0%	0	0%	1	3%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	4	50%	0	0%	0	0%	0	0%	1	33%
Number of Investigative complaints partially upheld	1	12%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	3	38%	1	100%	1	100%	2	100%	2	67%
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 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 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	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	1	100%	1	100%	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	2024/25 Q3	2024/25 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3
Average time in working days for a full response - Frontline	4.24	3.44	2.91	3.8	3.97
Average time in working days for a full response - Investigative	38.5	20.0	15	4.1	17.33
Average time in working days for a full response - Escalated	N/A	N/A	17	24	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	2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	41	80%	39	90.7%	40	91%	41	89%	30	86%
Number of complaints closed within 20 working days - Investigative	1	12%	1	100%	1	100%	1	50%	1	33%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	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	2024/25 Q3		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 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
101003862376	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Advised bus should not be accessing the private road. Drivers will be reminded of that.	Drivers will be reminded not to use the private road.
101003863134	1	Lairs	Paul Wolverson / Karen Greaves	Upheld	Reinforcement	Revision			Apology given. Advised records are being kept about depth left lairs for future interments.	Future record keeping being improved. Advised no costs will be due for burial.
101003863991	1	Other	Sharon Mair	Upheld	Reinforcement	Revision			Agree staff should not have to deal with mess by members of the public in public toilets. Advised no new facility can be built due to funds. Toilet cleaned once per day due to budget cuts.	Apology given. Explained about funding issues.
101003864432	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Agreed street condition with glass not acceptable. Crew attempted to clear up were unaware glass remained under vehicle once they had left.	Apology given. Advised crew spoken to.
101003870910	1	Other	jim durkin	Upheld	Reinforcement	Revision			Driver drove over grass verge	Drivers will be reminded not to do this.

101003871711	1	Other	Mike Neary	Upheld	Reinforcement			Redress	Site operative spoke to as behaviour was unacceptable	
101003872853	1	Household Collections	Mike Neary	Upheld	Reinforcement	Revision			Advised bins requested on 27.8.25 but job sheet stated incorrect information with green bin noted as to be replaced rather than brown bin. Replacement brown bin would be delivered 24.10.25.	Advised why the wrong bin was delivered. Correct bin delivered next day.
101003874085	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Advised that we can e-mail forms to people. Changes being made so that the form will be available online in the future.	Apology given for the inconvenience the lady has experienced. Advised about future changes to system.
101003874815	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Crew advised items were not out at 8.10am (should be out from 7.30am). Customer disagrees but will put items back out for collection today.	Apologised for any inconvenience.
101003878126	1	Household Collections	Jim Durkin	Resolution	Reinforcement	Revision			Visited householder to discuss complaint. Agreed to send letter to other residents to ask them to stop leaving bins on his private ground.	Visit made. Letter sent to other residents.
101003885693	1	Complaint Against Staff	Sharon Mair	Upheld	Reinforcement	Revision			Advised staff member spoken to and will undertake refresher customer excellence training.	Apology given. Staff member to do customer excellence refresher training.
101003886664	1	Winter Maintenance	Emma Watkins	Upheld	Reinforcement	Revision			Apology given and explained the duties that were being carried out.	Apology given and explanation of duties being carried out.

101003887450	1	Road Maintenance	Emma Watkins	Upheld	Reinforcement	Revision			Attended site and confirmed damage would be repaired by council.	Apology given and repair to be done.
101003891231	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Apology given for drivers missing bins.	Apology given and returned to collect bins.
101003894287	1	Lairs	Glen Mackie	Upheld	Reinforcement	Revision			Apology given. Staff re-briefed. If damage to a vehicle, advised to contact us to start insurance process.	Apology given. Staff re-briefed.
101003898110	1	Lighting	Emma Watkins	Upheld	Reinforcement	Revision			Advised we did damage a cable but were unsure what properties would be affected. Agreed to look at ways to improve communication.	Advised we did damage cable. Will look at ways to improve communication.
101003898855	1	Complaint Against Staff	Glen Mackie	Upheld	Reinforcement	Revision			Apologised on behalf of the staff member for parking of vehicle. Advised the staff member has been spoken to.	Apology given. Staff member spoken to.
101003899696	1	Household Collections	Jim Durkin	Upheld	Reinforcement	Revision			Apology given. Crew reminded to empty bins and that it is an assisted collection.	Apology given. Crew reminded.
101003900907	1	Other	GLEN MACKIE	Upheld	Reinforcement				BINS WERE MISSED	Apology given. Crew reminded.
101003877571	2	School Meals	Elaine McRae/Nicola Moss	Upheld	Reinforcement	Revision			Upheld due to the mistakes that were made with food. Advised on response from head teacher about absences.	Upheld due to mistakes. Meeting was held with parent.