

Complaints Monitoring Report

Operations & Environment

Quarter 2 2026-27 – July to September 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1	2026/27 Q2
Total number of complaints received	47	42	51	53	49
Total number of complaints closed	49	39	55	49	49
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	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	46	94%	36	92%	46	84%	43	88%	43	88%
Number of complaints closed - Investigative	2	4%	3	8%	9	16%	6	12%	6	12%
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	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	21	46%	18	50%	28	61%	33	77%	16	37%
Number of Frontline complaints partially upheld	2	4%	0	0%	1	2%	0	0%	0	0%
Number of Frontline complaints not upheld	23	50%	17	47%	16	35%	10	23%	26	61%
Number of Frontline complaints resolution	0	0%	1	3%	1	2%	0	0%	1	2%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1		2026/27 Q2	
	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 and 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
101003973133	1	Other	Systems Co-ordinator	Upheld		Revision			Permit paid for but didn't arrive in time - hand delivered	
101003975261	1	Other	Information Officer	Upheld	Reinforcement	Revision			Apology given for not getting back to lady. EV charger to be replaced but no date known.	Apology given.
101003975338	1	Other	Team Leader	Upheld		Revision		Redress	Delay with new build bins	
101003976049	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Bin placed outside shop.	Bin placed outside shop.
101003978796	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Apology given for not swapping bin for larger one. larger bin delivered.	Apology given, larger bin delivered.
101003979561	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Apology given for not receiving permit. new permit hand delivered.	Apology given. New permit delivered.
101003980137	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Apology for delay in responding. Thanked for efforts picking litter. Will monitor bins in area and modify as necessary. Advised open spaces about litter in area.	Apology given. Will monitor area.
101003980312	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Apology given. New permits delivered.	Apology given. New permits delivered.

101003982189	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Apology given for lack of communication. Bay for trailers closed due to safety issues.	Apology given.
101003983028	1	Household Collections	Service Manager	Upheld	Reinforcement	Revision			Advised that there are works that need to be done. Roads Maintenance have been asked to provide estimate of repairs needed.	Advised that Roads maintenance will provide estimate of repairs needed.
101003986076	1	Road Maintenance	Information Officer	Upheld	Reinforcement	Revision			Apology given. Previous report was actioned but only defect at bridge and not wider issues. Area Inspector attended site and logged safety defects.	Apology given. Site visit took place.
101003990094	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Permit hand delivered.	Permit hand delivered.
101003990672	1	Complaint Against Staff	Policy Officer	Upheld	Reinforcement	Revision			Spoke on phone and advised that site attendant would be spoken to. Advised him that he was not banned from using the site.	Spoke on phone and advised that site attendant would be spoken to.
101003992707	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Apology given for permits not received. Further permits issued and crew returned to service bin.	Apology given. Replacement permits issued. Bin emptied.
101003993852	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			hand delivered new permit. apology given.	delivered new permit. apology given.
101003994662	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Crew returned to service bins. advised advice incorrect and will rectify with staff.	crew returned to service bin. apology given.
101003996864	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			no report was received about damaging bin but attended house and replaced bin.	replaced bin.
101003997294	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Unable to confirm why the black bin was on customer grass. Confirmed that bin has been emptied.	Apology given. Bin emptied.
101003997745	1	Household Collections	Waste Officer	Upheld	Reinforcement	Revision			Apology given. All bins replaced.	Apology given. All bins replaced.
101003999876	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			apology given. permit hand delivered.	apology given. permit hand delivered.

101004000576	1	Road Maintenance	Information Officer	Upheld	Reinforcement	Revision	Reimbursement		Apology given. Advised of outcome of on site meeting which was to source and buy pot of paint for complainant to use.	Apology given. Paint bought for complainant.
101004000611	1	Other	Service Manager	Upheld	Reinforcement	Revision			Advised that sign is outdated. Advised that cctv and signage to discourage people from abusing site will be looked into. surface also being looked into	will review signage, cctv and surface.
101004001657	1	Road Maintenance	Information Officer	Upheld	Reinforcement	Revision			Apology given for communication misunderstanding.	Apology given.
101004003040	1	Lairs	Operations Officer	Upheld	Reinforcement	Revision			Apology given. Repairs arranged.	Apology given. repairs arranged.
101004006339	1	Household Collections	Team Leader	Upheld	Reinforcement	Revision			Apology given. Agreed that bins were not taken back to gate and were causing an obstruction.	Apology given. Crew to be reminded.
101004007241	1	Household Collections	Waste Operations Officer	Upheld	Reinforcement	Revision			Apology given. advised permit was posted but unable to say why not delivered. permit hand delivered.	Apology given. replacement permit hand delivered.
101004008670	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Apology given for delay in responding. Advised that incident had already been dealt with at the time. Crews rebriefed on interactions with public. Advised could offer assisted collection.	Apology given. Crews spoken to. Assisted collection offered.
101004010304	1	Other	Technical Supervisor	Upheld	Reinforcement	Revision			Due to surface dressing works near property 2 x cars damaged with tar. Both cars cleaned to owner satisfaction.	Both cars cleaned to owners satisfaction. Apology given.
101004016627	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Advised communication breakdown with crew when revisiting property to complete the servicing of the bin.	Crew reminded about process.
101004018230	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Crew made a mistake when returning to bin. Crew reminded of duties.	Crew reminded of duty to empty bin.
101004018277	1	Public/School transport	PTU Manager	Upheld	Reinforcement	Revision			The route times have changed. This was advertised on social	Accept more emphasis on times

									media. Accept that emphasis could have been directed towards the times changing as well as the change in route.	could have been promoted. One to note for future service changes.
101004018848	1	Complaint Against Staff	Information Officer	Upheld	Reinforcement	Revision			Driver identified and vehicle tracking data reviewed. Driver was not speeding. Admitted to being to close to other vehicle.	Reminder issued to add drivers about safe distances etc.
101004019934	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Apology given for bin not being completely emptied. Crew returned 26.6.26 to empty.	Apology given. Crew reminded to make sure all bins have been emptied.
101004003393	2	Public/School transport	Head of Service	Partially Upheld	Reinforcement	Revision			One aspect of complaint partially upheld.	assessment methodology has not been fully transparent for the public. Team are publishing more detailed operational guidance.
101004004509	2	Process/Procedure	Service Manager	Upheld	Reinforcement	Revision			Agreed that a review of the decision about a disabled parking space should take place. Agreed that appeal information should be added to the decision letter. Agreed to review the wording of the letters that are issued.	Decision review to take place. Letter wording to be reviewed. Appeal information to be added to response letters.
101004007001	2	Household Collections	Team Lead	Partially Upheld	Reinforcement	Revision			One head of complaint upheld, one head of complaint not upheld.	It was acknowledged that signage was incorrect and in the process of being changed but caused confusion.
101004027520	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Apology given. Advised crew have been reminded.	Apology given. Crew reminded.
101004029847	1	Complaint Against Staff	Waste Manager	Upheld	Reinforcement			Redress	Investigation determined that personal information should not have been given out and that the member of staff did not have authority to ban individual	Member of staff will be spoken to
101004030950	1	Recycling	Waste Manager	Upheld		Revision			Recognised the points raised	

101004031637	1	Grass	Operations Officer	Upheld	Reinforcement				grass cutting team not being familiar with the grass cutting round and missed this area	the team from Buckie depot to get the area cut in near future and to include it the ongoing grass cutting round
101004031819	1	Household Collections	Policy Officer	Upheld				Redress	Called resident to get bin delivered that day	
101004033767	1	Other	Operations Officer	Upheld				Redress	Weeds in cemetery require treatment	
101004034707	1	Household Collections	Waste Manager	Resolution	Reinforcement					
101004035316	1	Household Collections	Team Lead	Upheld	Reinforcement			Redress	Missed glass collection	New crew were not aware of the location of receptacles
101004037053	1	Recycling	Team Lead	Upheld	Reinforcement			Redress	Third occasion since November last year where we have failed to collect your recycling bins.	Team reminded to collect the bins from driveway
101004037071	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Apology given for the delay in delivering replacement bin. Unable to determine why contact was not passed on to department.	Apology given. Will follow up with contact centre about contact not being passed on.
101004042222	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Unable to advise why bin was not emptied.	Apology given.
101004044877	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Apology given for glass sack not being delivered.	Delivered glass sack 18.8.26 and apology given.
101004047933	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Bin emptied following day. Apology given for an inconvenience.	Apology given. Bin emptied.
101004048309	1	Household Collections	Team Lead	Upheld	Reinforcement	Revision			Unable to open site due to last minute staffing issues.	Information was added to the service disruption portal but appreciate those who receive alerts might not have received in time before attending site.

101004051193	1	Trees/bushes	Operations Officer	Upheld	Reinforcement	Revision			Agreed that the bushes need to be cut back.	Bushes to be cut back.
101004058380	1	Trees/bushes	Operations Officer	Upheld	Reinforcement	Revision			area will be inspected to see the extent of overgrown vegetation and work that is needed to cut trees back.	work to be carried out to tidy up the area.
101004058729	1	Grass	Operations Officer	Upheld	Reinforcement	Revision			Apology given for grass cuttings not being blown. Have spoken to team about clearing cuttings from footpaths.	Team spoken to. Apology given.