

Complaints Monitoring Report

Operations & Environment

Quarter 1 2026-27 – April to June 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1
Total number of complaints received	48	47	42	51	53
Total number of complaints closed	46	49	39	55	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 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	44	96%	46	94%	36	92%	46	84%	43	88%
Number of complaints closed - Investigative	1	2%	2	4%	3	8%	9	16%	6	12%
Number of complaints closed - Escalated	1	2%	1	2%	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 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	20	46%	21	46%	18	50%	28	61%	33	77%
Number of Frontline complaints partially upheld	1	2%	2	4%	0	0%	1	2%	0	0%
Number of Frontline complaints not upheld	23	52%	23	50%	17	47%	16	35%	10	23%
Number of Frontline complaints resolution	0	0%	0	0%	1	3%	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	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	33%	1	11%	1	17%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	2	33%
Number of Investigative complaints not upheld	1	100%	2	100%	2	67%	8	89%	3	50%
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	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 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	1	100%	1	100%	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	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4	2026/27 Q1
Average time in working days for a full response - Frontline	2.91	3.8	3.92	3.17	3.88
Average time in working days for a full response - Investigative	15	4.1	17.33	15.00	20.5
Average time in working days for a full response - Escalated	17	24	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	2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4		2026/27 Q1	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	40	91%	41	89%	31	86%	42	91%	36	84%
Number of complaints closed within 20 working days - Investigative	1	100%	1	50%	1	33%	6	67%	2	33%
Number of complaints closed within 20 working days - Escalated	1	100%	0	0%	N/A	N/A	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					2025/26 Q1		2025/26 Q2		2025/26 Q3	
					number	%	number	%	number	%
Number of complaints with an extension – Frontline					0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative					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
101003973133	1	Other	Anne taylor	Upheld		Revision			Permit paid for but didn't arrive in time - hand delivered	
101003975261	1	Other	Eilidh Robertson	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	Fiona Burnet	Upheld		Revision		Redress	Delay with new build bins	
101003976049	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Bin placed outside shop.	Bin placed outside shop.
101003978796	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Apology given for not swapping bin for larger one. larger bin delivered.	Apology given, larger bin delivered.
101003979561	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			Apology given for not receiving permit. new permit hand delivered.	Apology given. New permit delivered.
101003980137	1	Household Collections	Glen Mackie	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	Glen Mackie	Upheld	Reinforcement	Revision			Apology given. New permits delivered.	Apology given. New permits delivered.

101003982189	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given for lack of communication. Bay for trailers closed due to safety issues.	Apology given.
101003983028	1	Household Collections	Paul Wolverson	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	Emma Watkins	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	Sharon Mair	Upheld	Reinforcement	Revision			Permit hand delivered.	Permit hand delivered.
101003990672	1	Complaint Against Staff	Ally Gordon	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	Sharon Mair	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	Glen Mackie	Upheld	Reinforcement	Revision			hand delivered new permit. apology given.	delivered new permit. apology given.
101003994662	1	Household Collections	Glen Mackie	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	Glen Mackie	Upheld	Reinforcement	Revision			no report was received about damaging bin but attended house and replaced bin.	replaced bin.
101003997294	1	Household Collections	Glen Mackie	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	Gordon Morrison	Upheld	Reinforcement	Revision			Apology given. All bins replaced.	Apology given. All bins replaced.
101003999876	1	Household Collections	Sharon Mair	Upheld	Reinforcement	Revision			apology given. permit hand delivered.	apology given. permit hand delivered.

101004000576	1	Road Maintenance	Emma Watkins	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	Paul Wolverson	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	Emma Watkins	Upheld	Reinforcement	Revision			Apology given for communication misunderstanding.	Apology given.
101004003040	1	Lairs	Grant Speed	Upheld	Reinforcement	Revision			Apology given. Repairs arranged.	Apology given. repairs arranged.
101004006339	1	Household Collections	Jim Durkin	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	Sharon Mair	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	Glen Mackie	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	Colin Sey/Grant Brotherston	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	Glen Mackie	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	Glen Mackie	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	Donald MacRae	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	Emma Watkins	Upheld	Reinforcement	Revision			Driver identified and vehicle tracking data reviewed. Driver was not speeding. Admitted to being too close to other vehicle.	Reminder issued to add drivers about safe distances etc.
101004019934	1	Household Collections	Gordon Robertson	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	Nicola Moss	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	Diane Anderson/Timothy Mackay	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	Mike Neary / John Black	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.