

## Formal complaints Received April 2017 - March 2018

## 1. Breakdown by service (2016/17 figures in brackets):

Service area	Total complaints	Within target	Outside target	Justified	Partially justified	Not justified	Stage 2 complaint appeals	Stage 2 outcome
Customer Services	2 (3)	2	0	1	1	0	1 (0)	1 partially
Environmental Health	7 (4)	5	2	2	3	2	2 (0)	2 not justified
Grounds Maintenance	7 (5)	5	2	2	1	4	1 (1)	1 justified
Housing	3 (3)	3	0	0	0	3	1 (1)	1 (complainant withdrew during process)
Planning	24 (16)	17	7	2	8	14	7 (6)	1 partially 6 not justified
Waste and recycling	82 (51)	80	2	46	27	9	4 (1)	3 justified 1 partially
Economic and community development	0 (1)	0	0	0	0	0	0 (0)	-
Democratic Services	1 (0)	1	0	0	0	1	1 (0)	1 not justified
Revenues & Benefits	14 (8)	13	1	4	5	5	2 (0)	1 justified 1 not justified
Property	3 (6)	3	0	2	1	0	0 (1)	-
Parking	0 (4)	0	0	0	0	0	0 (0)	-
ICT	0 (2)	0	0	0	0	0	0 (0)	-
One Legal	0 (3)	0	0	0	0	0	0 (1)	-
Corporate Services	2 (0)	2	0	0	1	1	0 (0)	-
Not TBC	12 (5)	12	0	-	-	-	-	-
<b>Totals</b>	<b>157 (111)</b>	<b>143</b>	<b>14</b>	<b>59</b>	<b>47</b>	<b>39</b>	<b>19 (11)</b>	

**2. Breakdown by nature of complaint and remedy**

Nature of complaint	Total
Delay in responding to the enquiry or request	6
Failure to provide a service	63
The standard of service	50
Customers treatment by or attitude of a member of staff	14
Council failure to follow proper procedure	8
Other	4
Not TBC	12
<b>Total</b>	<b>157</b>

Remedy	Total
Apology & explanation provided	126
Financial compensation	1
Agreed solution with customer	5
Review of practice	1
Other	5
Not specified	7
Not TBC	12
<b>Total</b>	<b>157</b>

**Stage 2**

Remedy	Total
Apology & Explanation provided	16
Agreed solution with customer	1
Other	2
Not specified	0
<b>Total</b>	<b>19</b>

**Summary of lessons learnt:**

- Staff instruction and training
- Improved communication
- Review and improved processes
- Raise awareness including website information
- Supervisors monitoring repeated missed bins.