

Appendix 1

Formal complaints received via the new complaints framework (April to June 2016)

1) Breakdown by service:

| Service area | Total complaints | Within target | Outside target | Justified | Partially justified | Not justified | Complaint appeals (stage two) | Stage two outcome |
|----------------------|------------------|---------------|----------------|-----------|---------------------|---------------|-------------------------------|-------------------------------------|
| Cascades | 1 | 1 | - | 1 | - | - | - | - |
| Customer Services | 2 | 2 | - | 1 | 1 | - | - | - |
| Community services | 1 | 1 | - | - | - | 1 | - | - |
| Environmental Health | 2 | 2 | - | - | 1 | 1 | 1 | Not justified |
| Grounds Maintenance | 1 | 1 | - | - | 1 | - | - | - |
| Housing | 1 | - | 1 | - | - | 1 | - | - |
| Planning | 3 | 1 | 2 | - | 1 | 2 | 2 | One not justified and one justified |
| Waste and Recycling | 15 | 15 | - | 8 | 6 | 1 | - | - |
| Totals | 26 | 23 | 3 | 10 | 10 | 6 | 3 | - |

2) Nature of complaint and remedy

| By nature of complaint | Total |
|---|-----------|
| Delay in responding to the enquiry or request | 1 |
| Failure to provide a service | 9 |
| The standard of service | 10 |
| Customers treatment by or attitude of a member of staff | 4 |
| Councils failure to follow proper procedure | 2 |
| Other | 0 |
| Total | 26 |

| By remedy | Total |
|-------------------------------|-----------|
| Apology | 17 |
| Explanation provided | 3 |
| Financial compensation | 1 |
| Agreed solution with customer | 4 |
| Review of practice | 0 |
| Other | 0 |
| Not specified | 1 |
| Total | 26 |

Lessons learnt:

- Operative training required.
- Ensure there is better communication with customers during processes.
- Monitor processes need to be improved. (E.g. ensure missed bins collections are being carried out within 5 days, new bin ordering).

Complaints summary by type:

- Repeated missed bins/misplaced bins.
- Bin crews' attitude/ behaviour.
- Website problem (Firmstep) when ordering new bins (complainant did not think he would have the discounted rate as a result).
- Delays with new bin deliveries.
- Cleanliness of Cascades.
- Professionalism of Officer.
- Mess of the grass after being cut.
- Complainant not being kept informed throughout the process - found it very frustrating.
- Delay in responding to Planning query.
- Rubbish being left as a result of the Tewkesbury half marathon.