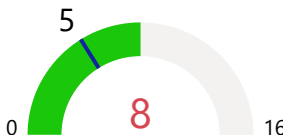
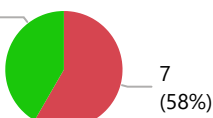
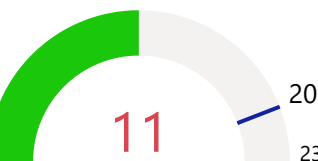



Complaints Performance Statistics

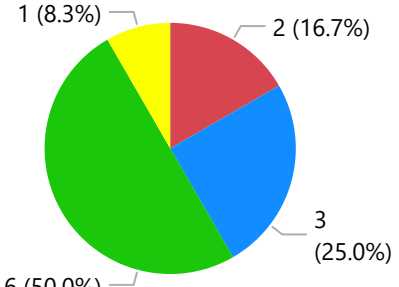
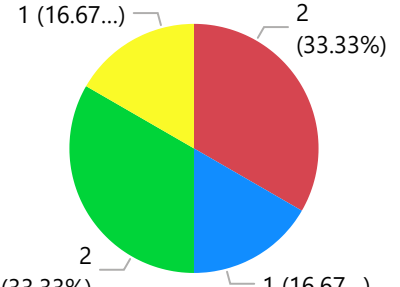
Complaints Received

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
21	12	6	3

Performance against timescale (Closed complaints)

Average of Stage 1 Workday to Close 	Stage 1 Target (5 days) ● Missed Target ● Met Target 	Number of extension authorised for stage 1 complaints 1
Average of Stage 2 Workday to Close 	Stage 2 Target (20 days) ● Met Target 	Number of extension authorised for stage 2 complaints 2

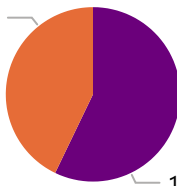
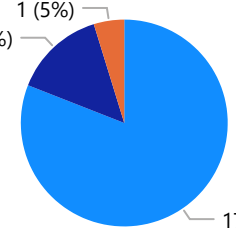
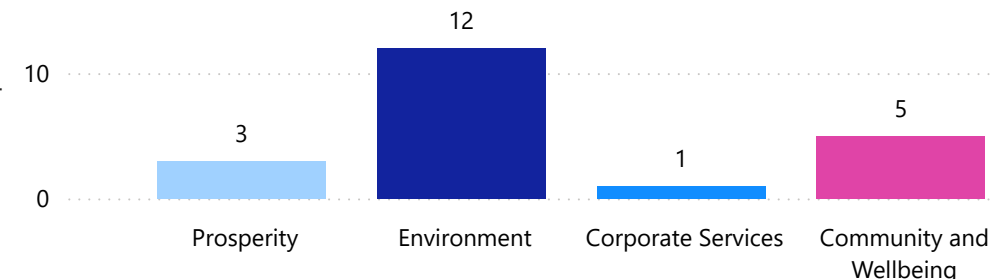
Complaints Outcome (Closed complaints)

Stage 1 Outcome ● Not Upheld ● Partially Upheld ● Resolved ● Upheld 	Stage 2 Outcome ● Not Upheld ● Partially Up... ● Resolved ● Upheld 
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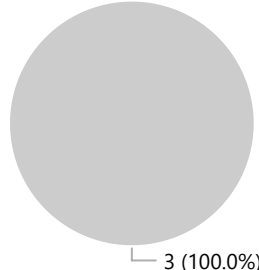
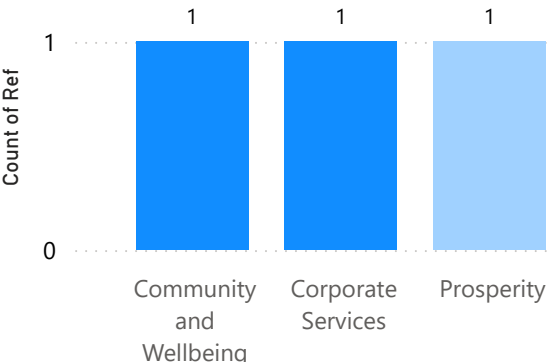
Timeline: 2024 Q3

*Updated on 16-1-2025

All Complaints- Information and Details

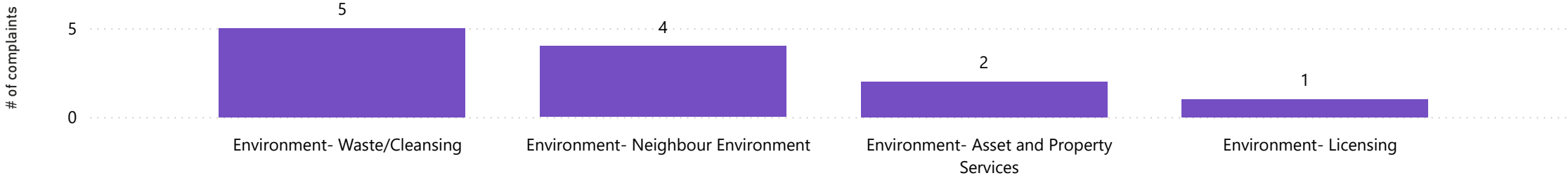
Types of complaint (all complaints) ● Complaint Service ● Complaint Staff 	Method Received (all complaints) ● Email ● Telephone ● Face to face 
Complaints by Section (all complaints) 	

NIPSO Complaints

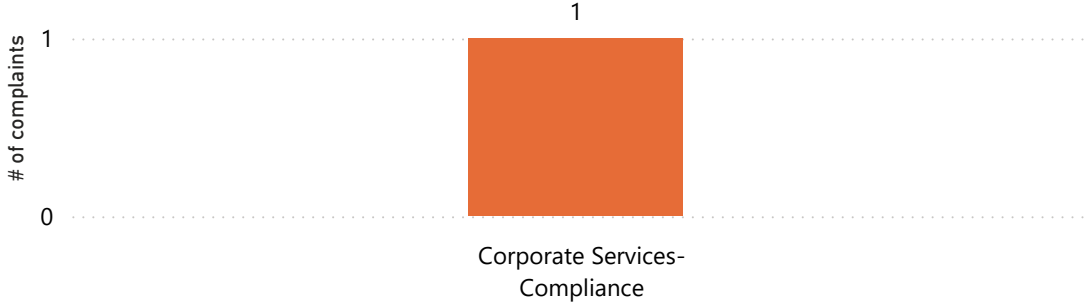
NIPSO Cases by decision ● Live 	NIPSO Cases by department 
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Complaints by Service Units (all complaints)

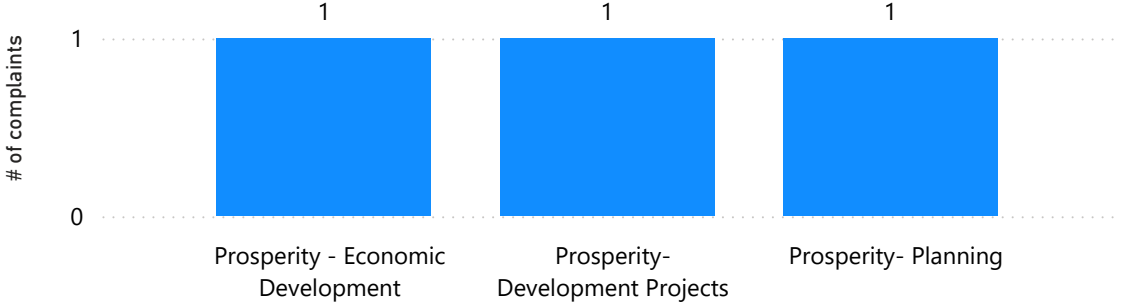
Number of complaints by service unit (Environment)



Number of complaints by service unit (Corporate Services)



Number of complaints by service unit (Prosperity)

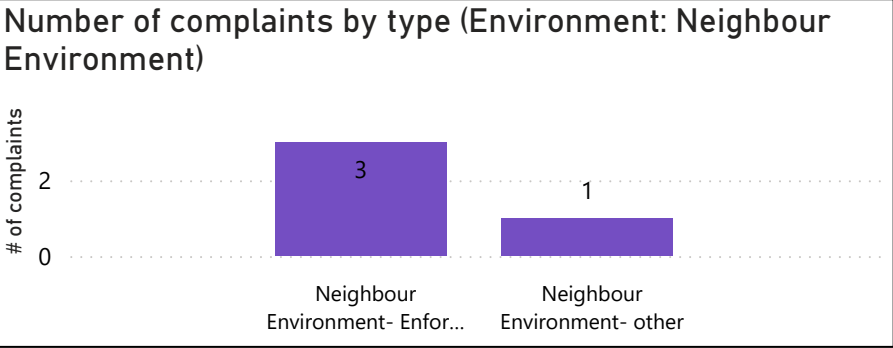
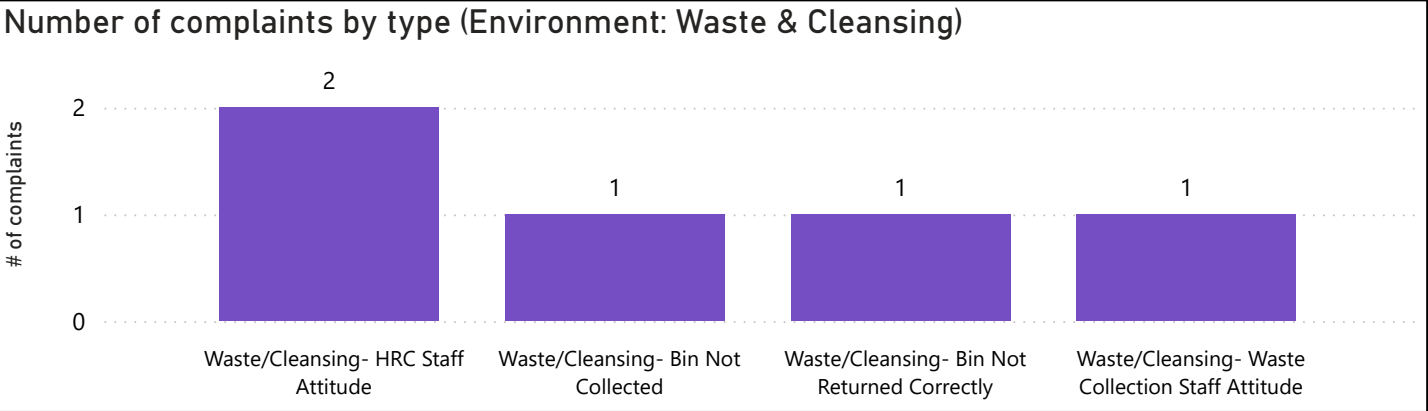


Number of complaints by service unit (Community and Wellbeing)

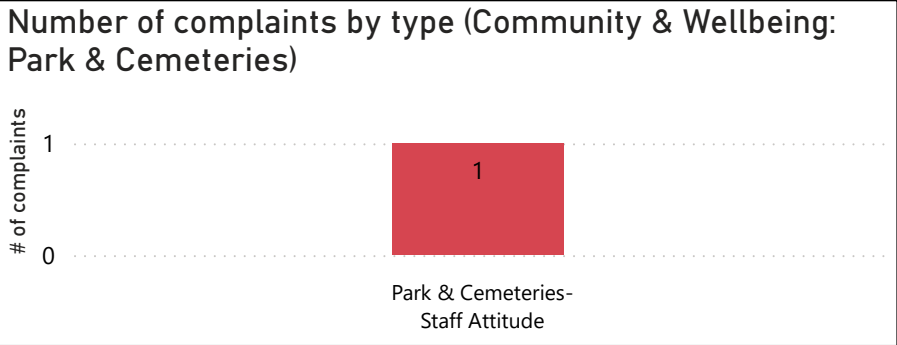
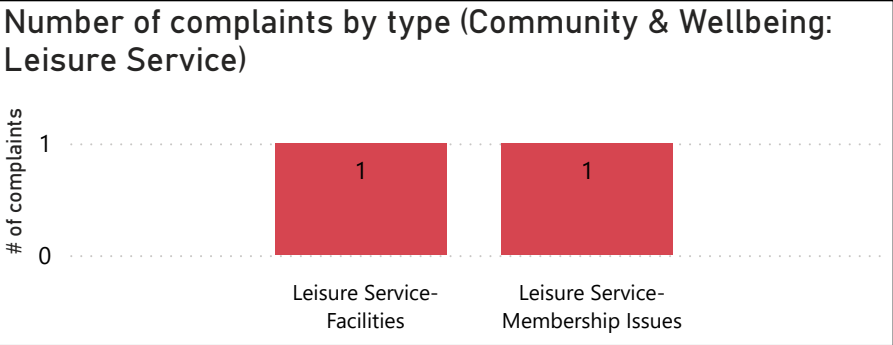


Complaints Type by Service Units (all complaints)

Section: Environment



Section: Community and Wellbeing



Complaints - 21

4 x Prosperity.

12 x Environment.

1 x Corporate Services.

4 x Community and Wellbeing.

Environment – Waste & Cleansing (5)

Complaint – 2 x HRC staff attitude and 1 x waste collection staff complaint.

Outcome – 1 was Partially Upheld and 2 were resolved.

Further action – Recycling letter was retracted from complainant as no cctv evidence was available when investigating and staff reminded of expectations of their behaviour.

Complaint – 1 x bins left obstructing property access after emptying and 1 x bins continually missed.

Outcome – Resolved and partially upheld.

Further action – Crews spoken to about expected behaviours and responsibilities of roles.

Lesson Learned: 2 of W&C complaints were dealt with as service requests but the issues re-occurred therefore resulting in formal complaints.

Environment – Neighbourhood Environment Team (4)

Complaint – 2 x staff complaints when enforcing dog control laws and 1 staff provided incorrect information on dog control laws.

Outcome – 2 resolved and 1 not upheld.

Lesson learned/further action Officers to be reminded of Customer Care Standards when interacting with members of public.

Complaint – timeliness of response in relation to fouling incidents.

Outcome – partially upheld.

Lesson learned/further action - timelines from notification to action of a service request to be reviewed.

Environment – Licensing (1)

Complaint – Misuse of disabled bays in Aurora Leisure Complex car park.

Outcome – Not upheld.

Lesson learned/further action – consideration for better signage to be installed.

Environment – Assets & Property Services (2)

Complaint – 2 x complaints re provision of subsidised marine courses.

Outcome – Not upheld.

Lesson learned/further action – No further action.

Community & Wellbeing – Environmental Health (2)

Complaint – Officer attitude when conducting a test exercise.

Outcome – Partially upheld at Stage 1, Stage 2 is currently live.

Lesson learned/further action – Staff reminded of conduct when dealing with customers.

Complaint – Noise nuisance of business.

Outcome – Upheld.

Further action – Statutory nuisance found, and notice issued by Env Health.

Community & Wellbeing - Parks & Cemeteries (1)

Complaint – 1 Staff member not performing duties.

Outcome – Upheld.

Lesson learned/further action – Staff to be reminded of roles and responsibilities.

Community & Wellbeing – Leisure (2)

Complaint – Billing issues when booking a leisure facility.

Outcome – Not upheld at stage 1, stage 2 is live.

Lesson learned – Refresher complaints training to SUMs on appropriate responses to complaint.

Complaint – Inadequate first aid response at an incident at Leisure Centre

Outcome – Stage 1 is still live.

Corporate Services – Compliance (1)

Complaint – Objection to funds being spent on commemoration events.

Outcome – Resolved.

Lesson learned/further action – EQIA currently out for comments.

Prosperity – Development Projects (1)

Complaint – Overgrowth of shrubbery obstructing views.

Outcome – Not upheld.

Lesson learned/further action – Works conducted by contractor to prune areas but deemed to be of no impact to complainant property.

Prosperity – Economic Development (1)

Complaint – Staff issues when dealing with a grant application.

Outcome – Resolved

Lesson learned/further action – Staff were following appropriate processes and regulations of awarding body.

Prosperity – Planning (1)

Complaint – Planning breach on business premises.

Outcome – Ongoing investigation

Further action – ongoing planning investigation into breach.