

Environmental Services Annual Complaints Log 2014/15

Complaints summary

Total number of complaints	173
<i>Of these 173 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	38
Bin collections	74
Assisted bin collections	8
Road sweeping	4
Garden Waste scheme	24
Driver conduct	15
Crew/Officer conduct	15
Grass cutting/grounds maintenance	13
Other	20

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
08-Apr-	Failed collection and failure to return bins to	Site visit and clarification. Agreement	Agreement reached and disseminated	23-Apr-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
2014	correct place.	reached with complainant.	to crew.	
22-Apr-2014	Customer has an assisted collection but bin crew keep leaving the bin on the side of the road.	Apology to customer.	Crew reminded of obligation.	22-Apr-2014
23-Apr-2014	Crew repeatedly leave bin by roadside instead of returning to correct place.	Discussed with customer.	Crew reminded of obligation.	23-Apr-2014
10-May-2014	Complainant unhappy that bin was not emptied and did not agree with comment left on tag	Resolved with apology. Operative advised.	Operative training given	15-May-2014
19-May-2014	Unhappy about the return of bins after collection.	Site visit and bin locations noted and crew advised. Supervisor to monitor.	Crew made aware of impact of actions and advised how to proceed.	20-May-2014
28-May-2014	Complaint about refuse collection services – left rubbish strewn across the road.	Head of Service rang and resolved with customer. Any clearing up made good.	Crew made aware.	28-May-2014
02-Jun-2014	Bin tagged as overweight and not collected.	Discussed matter with customer and remedial action taken.	Driver Charge hand made aware and collections will be monitored.	24-Jun-2014
04-Jun-2014	Complaint about missed bin and still not emptied despite requesting twice.	Full apology and immediate catch up collection arranged by supervisor.	Agency team so reason for non-collection not known	04-Jun-2014
09-Jun-2014	Resident has contacted Council several times to request that an area be swept. This has not been done.	Supervisor spoke to resident and apologised. Clean team booked to sweep area.	Area added to schedule.	10-Jun-2014
23-Jul-2014	Complaint about handling of report of dog fouling	Provided clarification as to how the procedure works and why and confirmation that this has been followed correctly. However also reassured customer that a review would be carried out of the internal process for investigating cases like this to avoid future misunderstandings.	Internal processes to be reviewed by Environmental Health Manager	25-Jul-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
08-Aug-2014	Complaint about damage caused by the refuse collection lorry to a verge	Remedial repairs undertaken and driver made aware of error.	Driver made aware of error.	28-Aug-2014
07-Aug-2014	Unhappy that children's playground closed for repainting during the summer holidays, and that work is being carried out using Community Payback scheme.	Telephoned resident with apology that playground was closed at short notice during the school holiday. Explained community payback ideally suited to carry out work such as this and playgrounds closed for the work. Resident demanded cessation of such activity which manager would not give. Manager did state that he would suspend such activity until September.	Community Payback work put on hold until September. No further Community Payback work to be undertaken during school holidays.	19-Aug-2014
15-Sep-2014	Lack of collection of brown bin despite repeated requests.	Business process reviewed and apology issued. Bin collected.	Business process reviewed	15-Sep-2014
12-Sep-2014	Brown bin out on pavement waiting to be emptied. Originally reported it as missed and advised to leave it out for collection – causing an obstruction and nowhere to put waste in the interim.	Called the customer and resolved to their satisfaction. Brown bin collected.	Internal business processes to be reviewed to ensure there is no repeat of this type of service breakdown.	15-Sep-2014
23-Sep-2014	Complaint about non-collection of garden waste	Full apology issued with explanation. Extra bin collection arranged and collected yesterday.	Crews reminded to be more vigilant	25-Sep-2014
06-Oct-2014	Garden waste has repeatedly not been collected.	Full apology given and assurances that situation will be monitored going forwards	Supervisor to monitor the situation week by week. Has spoken to the crew.	09-Oct-2014
10-Oct-2014	Complaint that a side waste collection was not collected within 24 hours as advised.	WCS(N) contacted the customer, explained the waste was contaminated. Arrangements made for it to be collected later the same day.	Customer should not have been advised that side waste would be collected in 24 hours. Reminder issued.	10-Oct-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
13-Oct-2014	Raised a complaint about crew conduct with no response and today they have removed a black bin with no warning.	Customer contacted with full apology. Earlier complaint had been resolved with another member of the household. Replacement bin arranged for delivery next day - was damaged and swallowed by the refuse collection vehicle.	Reminder that a resolution should always be communicated to the complainant themselves by letter/email or telephone.	14-Oct-2014
14-Oct-2014	Crew who collected complainant's bin this morning used inappropriate language that could be heard inside the property by young children.	Full apology issued.	Investigation carried out and measures taken.	16-Oct-2014
24-Oct-2014	Failure to empty a missed bin reported 15 October 2014. Resident has phoned in multiple times.	Bin was emptied but resident not contacted.	Crew have undertaken a reminder session covering this type of complaint	Completion date not known
24-Oct-2014	Bin request submitted on the 15 October. Bin has still not been emptied despite numerous calls from the resident	Property moved to different round to avoid problems in the future.	Property added to different round.	08-Dec-2014
24-Oct-2014	Repeat complaint about bins being left in a huge cluster outside one property, impeding access	Assurance that this will not happen again. Situation being closely monitored. All crews spoken with.	Reminders to crews and situation monitored.	06-Nov-2014
05-Nov-2014	Bins still being collected on a Wednesday, not as advised by letter received in October.	Rounds had changed slightly at this address (Phase 2). Crew were not aware.	Crews have been informed and a detailed map of this area printed.	Completion date not known
12-Nov-2014	Resident rang in to query their collection day. Put their bin out on this day and not collected. Rang in again and advised a different day.	Completed by Northern Team Leader. Customer contacted, waste will be picked up this week.	Error found in data tables and corrected.	12-Nov-2014
13-Nov-	Resident has not received a call back as	Verbal update from Waste and Recycling	Crew have been reminded of obligation	13-Nov-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
2014	requested regarding the return bin placement issues from earlier this month. Bins are still being dumped on the pavement and the resident has escalated this to his Councillor.	Manager - a formal complaint was lodged via a Councillor and letter received.	to return bins correctly.	
20-Jan-2015	Resident has contacted us on numerous occasions. Assisted collection, bin has not been returned to the place it is collected from, on another occasion missed completely. Called to say yesterday the bin was yet again left on the public footway, not returned to the agreed place. Would like supervisor to call.	Supervisor spoke to crew and reminded of importance of returning bin to agreed location. Spoke to resident to apologise and explain action taken.	Situation to be monitored.	20-Jan-2015
02-Feb-2015	Happened 2012 and 2013 when drivers are changed issue recurs - please can driver not drive down the driveway, it is a small driveway and refuse vehicle is churning up the bank verge. Should be walking to collect the bin.	New permanent driver has been informed. Customer contacted and is satisfied.	Notes retained to avoid happening when future temporary/new drivers take over the round.	03-Feb-2015
11-Feb-2015	Customer has on several occasions requested waste collection lorry not to reverse on private shared tarmac drive. Customer has witnessed the lorry being reversed this morning up the drive again.	Matter was investigated, including previous complaint history. Supervisor apologised to customer. Crew has been spoken to, photo of the area provided, marked up with the area not to reverse into. On the day of the collection an agency driver was being used who was not aware of the agreement.	Crew provided with photo of area marked up with area to avoid.	12-Feb-2015
11-Feb-2015	Repeat complaint about crew decanting waste and in so doing leaving litter on the	Manager discussed the issue with resident. Northern team leader is to	Crews reminded of their responsibilities. Situation monitored.	11-Feb-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
	path.	speak with round. Resident to contact Waste & Recycling manager direct if any further problems. Subsequent response also sent from Head of Service.		
25-Feb-2015	Customer lives in an OAP block and the bins are left in a bin store. For the third time the bin men have left the bins in front of the door keeping it open, left rubbish on the floor which attracts rats, residents are elderly so cannot get to their own bins as crew left three bins in front of door.	Customer contacted and satisfied with outcome. Spoke to crew who state the gate access to the bin store is causing an issue to the crew. Issue referred over to recycling officers to discuss further.	Recycling Officer contacted Aster. Aster advised they are going to make changes to the door.	25-Feb-2015
27-Feb-2015	Recycle bin missed for third week in a row.	Manager contacted customer to discuss. CSU had advised him of an incorrect collection date, collection is a Thursday. A letter of apology sent to the resident.	CSU made aware.	27-Feb-2015
27-Feb-2015	Assisted Collection. Bin emptied but not returned to collection point again. This keeps happening. Please can the crew return. This lady is totally unable to move a bin.	Crew reminded of obligation and returned to complete. Apology issued to the customer.	Crew reminded of their obligations for assisted collections.	28-Feb-2015
06-Mar-2015	Recycling collections have not been made in the whole street for several weeks. Black bins collected ok this week.	Remedial collections undertaken and apology and explanation issued to customer.	Crews made aware and will monitor situation as the new housing site develops.	10-Mar-2015
09-Mar-2015	Third contact made by customer without a response.	Resident contacted forthwith. Apology extended and repairs arranged.	Spoke to the driver to make aware.	09-Mar-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
	The bin crew drive on the long strip of grass land owned by resident and have caused damage.			
10-Mar-2015	Complaint about refuse collection.	Full apology issued and explanation of what should have happened. Reassurance that steps have been taken.	Appropriate action taken with waste operative.	12-Mar-2015
24-Mar-2015	Very upset that green bin has still not been emptied and also has not received phone call as promised.	Resident contacted, agreed to replace the small bin for a new green bin.	Notes left with Senior Driver Charge Hand to avoid happening when future temporary/ new drivers take round	24-Mar-2015
25-Mar-2015	Crew do not put the bin back where the customer has left it for collection. Already contacted the council about the same matter before.	Supervisor spoke to crew - reminded them to return bin to where it is collected. Spoke to resident - happy with outcome.	Crew reminded of obligations.	25-Mar-2015
27-Mar-2015	Every week litter is dropped when bins emptied, not picked up by the crew.	Supervisor spoke to crew - instructed to be more aware. Spoke to customer, customer to call if happens again.	Instructed crew - care to be taken.	27-Mar-2015