

Environmental Services Annual Complaints Log 2017/18

Complaints summary

Total number of complaints	92
<i>Of these 92 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Multi-service complaints	3
Bin collections	25
Garden Waste scheme	6
Lack of response/action	11
Damage to property	8
Crew/Officer conduct	31
Grass cutting/grounds maintenance	6
Other	5

Example of complaint that resulted in explicit learning points or service improvements (20)				
Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
19-Apr-17	Resident's fence was damaged by the grass cutter.	Resident contacted with an apology and posts to be replaced.	Discussion with crew regarding the impact of the situation for the customer.	21-Apr-17
8-May-17	Complaint that the crew are always missing the green waste bin and the customer is having to phone in every time.	Waste Collection Supervisor (S) visited and spoke to the customer. Arranged for bin to be emptied and spoke with the crew who knew this property and they believe the bin is not always presented.	Crew are aware and the Supervisor has asked them to write any issues onto their work sheet including if bin is not presented.	16-May-17
12-May-17	Repeat complaint that the bin has not been emptied. The resident forgot to move it to the edge of the pavement but they don't think that's an unreasonable distance for it to be collected from.	WCS(S) visited property but there was no response from the resident. They emptied the bin and spoke to the crew who are now returning the bin to the appropriate place.	Crew made aware of location for bin to be returned to. Crew made aware of assisted status.	16-May-17

15-May-17	Repeat complaint that the bins are not put back where they have asked them to be and this has happened on several occasions.	W&R Supervisor visited customer to discuss the issue. The resident explained that the issue was raised some time ago and the bin had been going back as agreed. Photos taken of where the resident wants the bin to go, and these have been shown to the crew, who seemed to be aware. Supervisor asked crew to ensure that a permanent member of the team collects from this property in future. Customer happy with the resolution.	Agency staff not to visit this property in future.	16-May-17
27-Jul-17	Complaint that bins are being left behind disabled relative's mobility vehicle. Customer has previously asked for the bin not to be left obstructing this but has not received a response.	W&R Manager apologised for the inconvenience caused. Raised issue with WCTL(N) who subsequently raised it with the crew. Practice should stop immediately, contact details provided if happens again.	Discussion with crew regarding the impact of the situation for the customer.	28-Jul-17
31-Jul-17	Second time complaining about bad service on collection of rubbish. Previously agreed for collection every Tuesday but this was not collected last Tuesday.	WCTL(S) ensured collection took place 1 August. This customer has sacks for waste due to position of property. Collection was missed due to different driver last week.	Agreed where waste will be left in future, no room outside of property.	1-Aug-17

17-Aug-17	Complaint that waste collection operatives should not be allowed to smoke whilst working and using the machinery as it is not very professional.	Unable to respond to customer as no contact details provided.	Supervisors instructed to remind operatives re smoking policy.	17-Aug-17
7-Sep-17	Customer subscribed to garden waste collection service in July but has had to call three times as garden waste bag has not been emptied.	Passed to WCTL(S) Leader to investigate and contact customer. Customer is on the database. GW collected and customer contacted.	W&R Team Leader spoke to the Garden Waste team - team will ensure collected in future.	11-Sep-17
12-Sep-17	Bins missed for three weeks.	WCS(S) investigated. Issues with cars blocking access and this is to be raised with landowners. Bins emptied.	Discussion to be had with landowners - suggested hatching be put onto road to avoid bin access being restricted.	13-Sep-17
18-Sep-17	Bins missed with regularity. Customer has contacted TVBC several times to have the crew return and empty bins. Reason for this call is garden waste has been missed again and customer now has additional waste that needs to be collected.	WCS(S) to investigate and contact customer. WCTL(S) spoke with garden waste team and the missed garden waste has been collected. WCTL(S) to speak with the waste collection teams. Spoke to customer to apologise.	Discussion with waste collection crew, and garden waste collection crew regarding the impact of the situation for the customer.	22-Sep-17

26-Sep-17	Report as resident suspects council operatives urinating in church yard.	SSS(S) investigated with operatives. They were on site to see whether the grass was dry enough to cut - not urinating as reported.	Staff to be reminded in team brief that they are always being observed by the public.	26-Sep-17
2-Oct-17	Customer feels wrongly accused of putting unsuitable items in brown bin but believes the offending bin belongs to neighbour.	BSO checked contamination spreadsheet and crew sheets - confirmed the data held is not for customer's address. W&R Manager called customer to discuss and apologised for the error. W&R Team Leader discussed with the waste collection crew and reminded them to check address before logging/tagging.	Crew reminded to check address before log/tag completed.	3-Oct-17
12-Oct-17	Has had to keep phoning to ask for grass at the junction of Romsey on to Whinwhistle Road to be cut as it is causing visibility obstruction.	SSS(S) cut the grass as requested. Apologised to customer as this was missed on last rural cut visit.	SSS(S) to ensure it is cut in future.	12-Oct-17
13-Oct-17	Third time of complaining. Customer on assisted list, bins not being returned to point of collection, being left blocking access from the house.	Returned Friday to replace bin.	Crew reminded to be aware of assisted collection and return location of bin.	13-Oct-17

20-Oct-17	Complaint that their empty bin was not returned to collection point and was left in the road. Customer had reported this the previous week and is not happy that it has happened again.	SS Manager called customer to advise he would investigate. Street Scene Manager and W&R Team Leader visited customer to discuss. Photo was taken of the position where the bin should be left. Issue discussed with crew and photo shown to clarify.	Photo of exact location for bin provided for crew/discussed with crew.	24-Oct-17
7-Nov-17	Crew left all the bins in the road and as it is a very narrow road, their car was unable to pass where the bins have been left.	WCTL(S) spoke to customer - crew are now placing bins back as normal.	WCS(S) Monitoring.	9-Nov-17
8-Nov-17	Bin not fully cleared, crew took bags from bin by hand. Loose items at the bottom of bin were left as bin was not tipped into the lorry.	WCS(N) arranged for bins to be emptied. Crew spoken to, to ensure no repeat.	Discussion with crew regarding the impact of the situation for the customer.	9-Nov-17
10-Jan-18	Crew are not returning bins to the collection point. Previous crew have always wheeled them back up the hill. Customer asked crew to move the bins back but they refused.	WCS(N) spoke to crew. Crew reminded to returns bins in future.	Crew reminded to return to bins in future	10-Jan-18

8-Mar-18	Recycle lorry churned up verge and gravel, and the pavement tarmac is also pulled up. The lorry also blocked access to driveway.	WCS(N) visited property today with SSSC(N). Repair will be carried out and the customer is very happy with outcome.	File note created. Driver will not be using this route again.	9-Mar-18
13-Mar-18	Letter received following red tag being placed on bin. Customer asking what is causing contamination as nothing identified on tag. This is not the first time a tag has been issued.	W&R Manager offered apology for bin being tagged as it appears it was tagged in error. Offer to return to empty bin was declined as customer felt they still have enough bin capacity.	Response to customer dealt with by CEX - W&R Manager suggested it would be worth suggesting bin is clearly marked with house number to make identifying bin easier and avoid future issues.	16-Mar-18