

## Environmental Services Annual Complaints Log 2019/20

### Complaints summary

<b>Total Service level complaints</b>	<b>71</b>
<b>Multi-service complaints</b>	<b>1</b>
<b><i>Of these complaints:</i></b>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	31
Unhappy with decision taken	0
No response / poor communications	7
Staff conduct	16
Other	17

### Example of complaint that resulted in explicit learning points or service improvements (14)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
6 May 19	Customer contacted TVBC three times regarding a missed bin and was told to leave the bin out to be collected the next day. The bin has still not been emptied and rubbish has now started to pile up. Resident now has to go to the dump and has asked for compensation for incompetence.	Waste Collection Supervisor contacted resident and arranged for the bin to be emptied. Apology given.	Collection staff updated on the situation and asked to be more diligent in future.	7 May 19
18 May 19	Customer complained that both their own and their neighbour's bins have been missed for the second time.	Waste and Recycling Manager apologised to the customer and explained that due to the volume of waste presented that day, the round had been unable to complete the collection. An additional resource is being introduced to assist. Collection was arranged for 9am the next working day (Monday).	Additional summer round commenced on 3 June 2019.	20 May 19
29 May 19	Complainant's wife was driving behind [TVBC] vehicle, and witnessed many items 'flying' off the top of the vehicle onto the carriageway, causing her to swerve.	Apology given for the incident. Transport Manager contacted the customer to apologise and to reassure them that the driver had been made aware and will be required to repeat his training covering load security. The wider team will also be updated.	Driver to be re-trained. All to be updated regarding load security, during ream brief etc.	29 May 19

17 Jun 19	A number of requests have been submitted over the last few years regarding hedge maintenance. The area was adopted in 2017, the customer has frequently been advised that twice yearly maintenance will be scheduled, but this does not happen. No response to customer's request last week, therefore asking for a manager to pick this up.	Street Scene Supervisor (South) explained to the resident that the hedges aren't usually cut until the nesting season has finished; however, this hedge has now been cut (after checking for nests). Customer is happy and now understands why it had been left.	To communicate, when asked, the reasons why there is an appropriate time for work to be undertaken.	27 Jun 19
26 Jun 19	Complaint that the waste operative was rude when asked if they could empty the bin, as it had been put out just after they had gone past.	Waste Services Manager apologised to customer and gave assurance that this had been discussed with the operative. Site checks to be carried out.	To ensure operatives are undertaking their duties in a professional and helpful manner.	3 Jul 19
1 Jul 19	Customer has had their green bin missed on two occasions, despite putting it out in good time. Unhappy with the service they are receiving.	Waste Collection Supervisor visited site and discussed the problem with the customer. The bin is being left at a different collection point, leading to the confusion. The matter has now been resolved and the customer is happy.	Agreed and confirmed new collection point with customer - crew informed.	3 Jul 19

17 Jul 19	Customer complained that their bin had not been emptied and alleged that the operator was on their mobile phone, not concentrating on the job.	Waste Services Manager investigated further. Waste Collection Supervisor arranged for bin to be emptied the following morning. Customer asked to present their bin, before 7.00am.	Operative will be spoken to regarding use of mobile phone. Team Brief will remind that mobile phones are not to be used while working behind vehicles.	18 Jul 19
19 Jul 19	Customer unhappy that the grass verge outside their home is regularly missed when the rest of the road is cut. There are also brambles and nettles extending across the footpath which need to be managed.	Grounds Maintenance Supervisor (South) arranged for the work to be undertaken. Recent roadworks/new road layout has made it difficult in recent times to access.	Staff now aware of the need to cut more frequently, in line with the other verges nearby.	24 Jul 19
19 Aug 19	Customer has reported that their bins have been missed on a number of occasions since moving into their property. They again contacted the council on 26 August to chase, unhappy that this had not been resolved and waste is mounting.	Waste Collection Supervisor visited customer and agreed a collection point, which was clearly visible to crew. Arrangements also made for the bins to be emptied. Customer happy with the action taken.	Alternative collection point, which is more visible to the collection crew, has been agreed with customer.	28 Aug 19
7 Sept 19	Repeated damage to plants and edging of on boundary of customer's property.	Waste Services Manager contacted customer to apologise. Waste Collection Supervisor (South) visited property and left contact details to discuss directly.	Driver responsible has been advised of the complaint and reminded that care must be taken.	17 Sept 19

16 Sept 19	Customer, registered for assisted bin collection, has complained, whilst renewing their arrangement, that the service they receive is sporadic and that they have had to contact the council on a number of occasions to have their bins returned. Customer's bin was left on the kerbside today.	Waste Collection Supervisor (South) spoke to crew and discovered that the issue arose when the permanent driver, who would collect this particular bin, left the round.	The crew on this round have been reminded of their responsibility regarding assisted bin collections.	17 Sept 19
14 Nov 19	Customer has complained that bins are never collected, despite being put out every week.	Three missed bins were reported by the customer in November. Waste Collection Supervisor contacted the resident. The bins had not been collected due to a misunderstanding, on both sides, regarding collection point, which has now been resolved. Customer happy with outcome.	Crew and customer now aware of collection point.	14 Nov 19
19 Nov 19	The customer has reported that their garden waste has not been emptied for the fourth time since joining the scheme.	Waste Collection Supervisor arranged for the bin to be emptied and apologised.	Level of service reviewed. Currently bins are being collected as usual. However this is a private road, therefore plans are in place for residents to be required to bring their bins to the kerbside.	19 Nov 19
29 Nov 19	Customer has called, on more than one occasion, to complain about the recycling lorry which has gone over the corner of a neighbour's verge.	Supervisor contacted customer to explain that unfortunately it is necessary for the waste collection vehicle to mount the kerb in this area to get through, due to parked cars. Damage caused during the winter months has been repaired and turf replaced.	Crew instructed not to drive up this road if there are vehicles obstructing which will require them to mount the kerb in order to pass.	2 Dec 19

15 Jan 20	Bins not being returned to collection point, blocking access for mobility scooter – reported on a number of occasions.	Waste Collection Supervisor (North) visited customer to discuss. Customer agreed for spray paint to be used to identify the point that the bin will be collected from.	Agreed collection point marked with spray paint. Photo taken and passed to Driver Chargehand.	17 Jan 20
15 Jan 20	Complaint regarding quality of hedge cutting. Large section cut away, some of the hedge left uncut.	Grounds Maintenance Supervisor (Technical) met with residents and agreed to clear debris caused by hedge cutting.	Team instructed to be exercise more care when trimming the hedge outside this property.	20 Jan 20
04 Feb 20	Refuse lorry has again damaged grass area. Damage caused previously had only recently been repaired.	Waste Collection Supervisor (South) visited the customer. Arrangement made for damage caused by garden waste collection vehicle to be repaired.	Both crews, waste and garden waste, are now aware of the issue.	04 Feb 20
17 Feb 20	Resident unhappy that vehicles repeatedly drive over the verge, causing damage.	Waste Services Manager contacted resident to apologise. The driver responsible was not a staff member of TVBC. Regular driver and crew have been made aware of the issue. Arrangements have been made for damage to be repaired. Customer happy with the outcome.	Driver and crew advised of alternative manoeuvre in order to avoid damage.	19 Feb 20

21 Feb 20	Waste collection vehicle has been driving over the grass verge for a number of weeks, which is leaving mud on the road.	Waste Collection Supervisor (South) visited customer. Agreed to address the issue with the driver. Customer happy for this to be monitored.	Issue addressed with current driver by Waste Collection Supervisor.	21 Jan 20
26 Feb 20	Bins missed on a number of occasions over the past two months. Customer has called TVBC several times and has been reassured this will be addressed and will not happen again.	Waste Services Manager responded to customer's email, apologising. Construction work had been taking place in the area, preventing access to the bins on collection day. Bins were emptied the following day.	Supervisor agreed to contact site manager to ensure access on bin collection day.	27 Feb 20
9 Mar 20	Postcard received to advise that customer's recycling bin had been incorrectly filled. The bin with the label on in fact belonged to a neighbour.	Waste Services Manager apologised to the customer for the error. Assurance was given that measures have been put in place to improve accuracy.	Driver Chargehand notified of the issue and reminded of the importance of accuracy when recording information.	10 Mar 20