

Environmental Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	26
Multi-service complaints	0
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	17
Unhappy with decision taken	3
No response / poor communications	0
Staff conduct	2
Other	4

Example of complaint that resulted in explicit learning points or service improvements (7)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
07-May-2020	Damage to hedge outside property made by refuse lorry	Following review of RCV CCTV Waste Services Manager contacted customer to apologise for the damage caused, advise of change to process and offer services to repair hedge should this be required.	Driver instructed to approach property from different angle, using reversing assistants to avoid further damage. Waste Collection Supervisor to review RCV CCTV footage to ensure instructions carried out.	21-May-2020
16-Jul-2020	Waste collection team emptied 3 garden waste bags into complainant's emptied black bin before tipping it all into the lorry. Always uses black bins bags to keep it clean - had to wash bin out.	Waste Services Manager (WSM) contacted customer to advise an investigation would be carried out. Following investigation WSM informed customer of actions taken and apologised. Customer happy with the outcome.	Waste Collection Supervisor investigated incident with crew - advised the practice must stop immediately.	22-Jul-2020
30-Jul-2020	Garden waste bin not emptied again - has happened on several occasions and resident has to contact TVBC. Wants to discuss compensation.	Waste Collection Team Leader (North) emptied the bin that day; returned to discuss issue with resident. A black bin, with a garden waste sticker, is used for garden waste. Bin was left behind a brick wall. Additional stickers applied to bin.	Crew informed of bin location to ensure collection is not missed in future.	04-Aug-2020
09-Sep-2020	Customer complaint received regarding language used by WCV driver..	Waste Collection Supervisor contacted customer, gave assurance that this matter would be taken very seriously and would be processed in accordance with internal procedures. Contact details left with the customer.	Matter dealt with through internal procedures.	09-Oct-2020
01-Feb-21	failure to deal with a complaint over past 12 years relating to a HMO	Agreed with resident location for bin to be left for collection.	Following investigation into this incident, measures were put in place to help avoid a repeat.	11-Feb-21
01-Mar-21	Garden waste bin not emptied despite contacting Council twice.	Waste missed due to a change in the round and crew, resulting in the loss of local knowledge. The matter was resolved with the resident and the waste collected.	Additional information regarding location of bin added to the system	3-Mar-21

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
16-Mar-2021	No garden waste bin collection since Christmas 2020. Has paid for a collection and expects bin to be regularly emptied.	<p>Waste Collection Supervisor (South) contacted customer, apologised. Customer stated there may not be much in the bin but she still wants it to be emptied, she pays for the service.</p> <p>Subsequent collection was completed successfully.</p>	Driver and crew reminded that garden waste bins should be emptied regardless of how much they contain.	19-Mar-2021