

ANNUAL COMPLAINTS LOG 2021/22

FOR ENVIRONMENTAL SERVICES

EXAMPLES OF COMPLAINTS THAT HAVE RESULTED IN EXPLICIT LEARNING POINTS OR SERVICE IMPROVEMENTS

Complaints Summary

Service Level Complaints	37
Escalation to the Chief Executive	1
Escalated to LGSCO	0

Date	Stage	Matter	Action Taken	Actions derived from lessons learnt
22/06/21	One	Customer reported that his brown bin left unemptied and tagged, unfairly, on a number of occasions. CSU offered the customer some advice and guidance on recycling by our Recycling Officers. Customer was not happy with this, therefore has asked that this it escalated as an official complaint.	SESO contacted customer to discuss crew's actions (regarding tagging the bin). Discussion revealed that the customer is trying to do the right thing. A conversation will be held with the crew to convey customer's frustrations and reasons for misunderstandings.	Supervisor to speak to driver to explain the frustrations of the household. They are doing their best to correctly recycle.
12/07/21	One	Repeated missed garden waste.	Environmental Services Manager – Operations (North) apologised to customer. A system error was found which has now been rectified. Arrangements made for waste to be collected.	System updated.

ANNEX 3

03/08/21	One	Repeat missed garden waste.	Environmental Services Manager – Operations (North) apologised to the customer, explained that the bin had been missed because it had been left at a different collection point. Arrangements made for the waste to be collected.	Crew updated with new bin collection point.
22/09/21	One	Garden waste bin missed three times in a row, despite having previously been brought to our attention.	Despite being reported, the missed waste still had not been collected one week later. Customer therefore sent a further email. Waste Collection Supervisor (North) apologised to customer and explained that the original issue was due to having frequent driver changes.	Arrangements made for property to be clearly marked on the running sheet for the next few months to ensure there is no repeat.
13/10/21	One	Repeated missed bin.	Environmental Services Manager – Operations (North) responded to customer explaining that collection for their property was on a different day due to it being narrow access.	Customer aware of different collection arrangements for properties with narrow access.
15/12/21	One	Unhappy that bulky waste collection had been refused, after original collection had been changed. Also no contact made indicating reason for refusal.	Senior Environmental Services Officer contacted customer. Apologised that the original booking had to be re-arranged, this was due to an admin error in the original booking. The collection was not made on the expected date as the sofa appeared to be contaminated with faeces. A refund has been arranged.	Review of process to ensure prompt communication with the customer at the point the collection is refused and provide 'next steps' information.

ANNEX 3

04/01/22	One	Garden waste not collected, despite logging it as missed collection with garden waste and multiple phone calls assuring her it would be collected asap	Waste Collection Supervisor (South) (WCSS) contacted customer to resolve the issue and to apologise. A more visible location for bins to be presented for collection agreed with the customer. Arrangements made for the missed waste to be collected and to take additional waste on the following two collections.	Crew have been made aware of the issue and reminded of the need to be thorough when checking whether waste has been presented for collection.
16/02/22	One	Complaint about heavy handed approach to surplus waste left beside black bin.	Environmental Services Manager – Operations (South) (ESMOS) spoke to the resident to discuss the issues raised. Clarification given regarding what waste can be presented for household waste collection, side waste and customer’s ability to use authorised EBC. Arrangements made for recycling bin to be delivered.	Internal procedure reviewed to ensure policy is adhered to and to encourage internal discussion.
18/03/22	One	TVBC van was parked on pathway, concerned that this would be a problem for pushchairs and blind people. Alleged that the workers were sarcastic and rude to her.	Grounds Maintenance Supervisor (South) (GMSS) spoke to customer. Apologised and gave assurance that this issue would be dealt with.	Staff members spoken to, reminded of responsibility to be considerate and courteous to members of the public. Appropriate training will be provided.