

Three Rivers District Council

Corporate Management Team Report

4th April 2023

REPORT TO CORPORATE MANAGEMENT TEAM – 4th April 2023

CORPORATE COMPLIMENTS & COMPLAINTS – Q4 2022/23

1 Summary

- 1.1 This update provides a summary of the corporate complaints and compliments in Q4 which runs from 1st January 2023 to 31st March 2023.
- 1.2 It includes a breakdown of Stage One, Stage Two and LGO referred complaints received by Three Rivers District Council relating to the above period.
- 1.3 It includes a list of compliments (when residents re-contacted TRDC to thank/congratulate us for our service) received by Three Rivers District Council relating to the above period.

2 Details

3 Customer Complaints Results (Q4)

- 3.1 TRDC reported 18 complaints during this period.
 - 3.1.1 Resolved at Stage One = 16
 - Upheld = 3
 - Part Upheld = 1
 - Not Upheld = 12
 - 3.1.2 Resolved at Stage Two = 2
 - 3.1.3 Currently ongoing = 0
- 3.2 During this period the LGO reported they have received 0 complaints against TRDC.
- 3.3 During this quarter TRDC have received 3 LGO Decision Notices to advise it would not to be investigating complaints. (Complaint reference 22014200, 22014152, & 22011838)
- 3.4 During this quarter TRDC have received 1 LGO Decision Notice to advise it the Council has failed to follow the correct procedures. (Complaint reference 22006356)

4 Customer Complaints Results (Ongoing from Previous Quarter)

- 4.1 Ongoing complaints carried forward from previous quarter = 1
 - 4.1.1 Resolved at Stage One = 1
 - Upheld = 0

- Part Upheld = 1
- Not Upheld = 0

4.1.2 Resolved at Stage Two = 0

5 Customer Complaints Q4 Actions & Learning

5.1 Q4 Upheld and partly upheld complaints:

Reference	Service	Complaint Summary	Action/Learning
CC492577502	EP	Food pod constantly missed.	Spoken to crew and address on hot spot list revied by waste supervisors.
CC499412522	Revs & Bens	CT instalments not taken on DD.	Apologies given to resident for technical error.
CC476350780	Revs & Bens	Received summons while disputing CT issue.	Explanation of recovery procedures provided. In addition, requested that a previous complaint be escalated as not satisfied with previous response.
CC476486315	Revs & Bens	Failed to apply the £150 Energy Rebate.	Online application failed integrity test. Application failed to load.
CC493017566	Committee	Not sent a link to Teams to enable me to make representations at a committee meeting.	Officer involved has been spoken to and reminded of the correct process that should be followed.
CC477868495	Housing	Unfair Treatment.	Apology for not creating personalised housing plan at the appropriate time. Additional training and monitoring by senior officers for member of staff.
22006356	Housing	Council failed to apply its housing allocations policy correctly. Council failed to consider her and her child's medical needs properly.	The Council are carrying out the recommended actions, however some of these are still in process. Point A, B and D have been carried out, the others are ongoing, and confirmation of their completion will be provided to the Ombudsman by the deadline of 16 April 2023.

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5.2 Previous quarter upheld and partly upheld complaints:

Reference	Service	Complaint Summary	Action/Learning
CC474831402	EP	Continued carless positioning of waste bin	Spoken to crews

6 Customer Compliments Q4 Results

6.1 TRDC reported 13 compliments logged on Granicus.

- Environmental Protection = 5
- Development Management = 3
- Housing = 2
- Licensing = 1
- Land and Property Services = 1
- Watersmeet = 1

