

Three Rivers District Council

# Corporate Management Team Report

11<sup>th</sup> October 2023

## **REPORT TO CORPORATE MANAGEMENT TEAM – 11<sup>th</sup> October 2023**

### **CORPORATE COMPLIMENTS & COMPLAINTS – 2023/24 Q2**

#### **1 Summary**

- 1.1 This update provides a summary of the corporate complaints and compliments in Q2 which runs from 1<sup>st</sup> July 2023 to 30<sup>th</sup> September 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.

#### **Details**

#### **2 Customer Complaints Report Results**

- 2.1 There was a total of 28 Complaints logged within Q2.
- 2.2 6 of these logged complaints were within the timescales of Q1.
  - CC530015144 – Development Management – Stage One
  - CC528964698 – Housing – Stage One
  - CC535046657 – Environmental Protection – Stage Two
  - CC534257274 – Development Management – Stage Two
  - CC530017227 – Development Management – Stage Two
  - CC530019497 – Development Management – Stage Two
- 2.2.1 Previous complaint from last quarter (Q1) logged in Q2.
  - Upheld = 0
  - Part Upheld = 0
  - Not Upheld = 6

2.3 17 logged Stage One complaints within Q2.

2.3.1 Stage One Decisions = 16

- Upheld = 6
- Part Upheld = 3
- Not Upheld = 7

2.3.2 5 logged Stage Two complaints within Q2.

- Upheld = 1
- Part Upheld = 0
- Not Upheld = 2
- Awaiting Decision = 2

2.3.3 Currently ongoing = 2

Reference	Service	Complaint Summary	Stage
CC550849762	Revenues (Council Tax and NNDR)	Poor Quality of Service	Two
CC549122246	Revenues (Council Tax and NNDR)	Dissatisfied with Service Decision	Two

2.3.4 Currently not logged = 0

2.3 During this period the LGO reported they have received 0 complaints against TRDC.

2.4 During this quarter TRDC have received 0 LGO Decision Notices to advise it would not to be investigating complaints.

2.5 During this quarter TRDC have received 0 LGO Decision Notice to advise it the Council has failed to follow the correct procedures.

2.5 During this quarter TRDC have sent 1 LGO Response regarding Case ID 23004536.

### 3 Customer Complaints Q2 Actions & Learning

#### 3.1 Q2 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC540332296	Environmental Protection	Continuously missing bin collection. Poor staff conduct.	One	Improve staff training. Crew returned to collect missed bin. Speak to crew regarding conduct.
CC541770919	Environmental Protection	Bins left on pavement restricting access to footpath.	One	Speak to crew to put bins back and not obstruct path.
CC541489432	Environmental Protection	Crew leaving bins in middle of driveway.	One	Supervisor personally attended property and collected.
CC543074848	Environmental Protection	Emptying food pod into recycling bin.	One	Replaced bin. Crews instructed not to use one bin to transport to vehicle. Supervisor to attend next collection.
CC550448826	Environmental Protection	Emptying food pods into recycling bins.	One	Disciplinary action against member of staff.
CC550847669	Revenues (Council Tax and NNDR)	No response to FOI request and paying council tax by cash.	One	No specific.
CC533458393	Trees & Landscape	No adhered to stated approach to own procedures.	Two	New procedures and guidelines have been implemented.

### 3.2 Q2 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC541754394	Environmental Protection	Place bins back in bin store after collections and close doors.	One	Manager spoke to complainant.
CC548546685	Environmental Protection	Councillor complained collection crews were very loud at 6am. Also, crew was rude when they went to speak to them.	One	Crew will be spoken to.
CC542075576	Revenues (Council Tax and NNDR)	Council Tax liability not changed and getting constant letters. Online form not suitable to situation.	One	Improvement in online forms for landlord use.
CC549122246	Revenues (Council Tax and NNDR)	Council Tax account closed in error and received summons.	One	Quality Control team to discuss with member of staff. This complaint has been escalated to Stage Two which is awaiting response.

## 4 Customer Compliments Q2 Results

### 4.1 TRDC reported 37 compliments logged on Granicus.

- Community Partnerships = 10
- Development Management = 7
- Environmental Protection = 5
- Housing = 5
- Customer Service = 4
- Benefits = 1

- Communications = 1
- Leisure = 1
- Licensing = 1
- Property Services = 1
- Trees and Landscape = 1

