

Three Rivers District Council

# Corporate Management Team Report

3<sup>rd</sup> January 2024

## REPORT TO CORPORATE MANAGEMENT TEAM – 3<sup>rd</sup> January 2024

### CORPORATE COMPLIMENTS & COMPLAINTS – 2023/24 Q3

#### 1 Summary

- 1.1 This update provides a summary of the corporate complaints and compliments in Q3 which runs from 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 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

- There were 6 complaints carried over from the Q2 report. Here are their outcomes.

Reference	Service	Complaint Summary	Stage	Outcome
CC530015144	Development Management	Dissatisfied with Service Procedure or Policy	One	Not Upheld
CC534257274	Development Management	Dissatisfied with Service Procedure or Policy	Two	Not Upheld
CC530017227	Development Management	Dissatisfied with Service Procedure or Policy	Two	Not Upheld
CC530019497	Development Management	Dissatisfied with Service Decision	Two	Not Upheld
CC535046657	Environmental Protection	Dissatisfied with Service Procedure or Policy	Two	Not Upheld
CC528964698	Housing	Failure to Deliver Service	One	Not Upheld

- There was a total of 26 Complaints logged in Q3.

<b>Stage One</b> (Number of complaints logged)	<b>Upheld</b>	<b>Part-Upheld</b>	<b>Not Upheld</b>	<b>Case still open</b>	<b>Referred to Stage Two</b>
<b>26</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>3</b>
<b>Stage Two</b> (Number of complaints progressed to Stage Two)	<b>Upheld</b>	<b>Part-Upheld</b>	<b>Not Upheld</b>	<b>Case still open</b>	<b>Referred to LGO</b>
<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>

#### 2.1.1 Currently open complaints

<b>Reference</b>	<b>Service</b>	<b>Complaint Summary</b>	<b>Stage</b>
CC562203766	Development Management	Dissatisfied with Service Decision	One
CC570012467	Environmental Health	No action or response to request	One
CC572759609	Environmental Protection	Failure to deliver service	One
CC572997840	Environmental Protection	Failure to deliver service	One

#### 2.3 LGO Referred Complaints in Q3:

2.2.1 0 complaints referred to the LGO

2.2.2 1 LGO Decision Notices issued (23004536)

2.2.3 During this quarter TRDC have sent 2 LGO Response regarding Case ID 23004536.

### 3 Customer Complaints Q3 Actions & Learning

#### 3.1 Q3 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC570666513	Environmental Protection	Poor Quality of Service	One	Bin was contaminated but not reported by crew. Crew instructed to report all contamination.
CC553125248	Housing	Poor staff attitude	One	Improve training - temp staff member has left TRDC.
CC556638724	Housing	Poor quality of service	One	Compensation paid and training given to staff.
CC557047115	Revenues (CT & NNDR)	Poor quality of service	One	Billing officers need to check instalments before applying discounts.
CC565956579	Revenues (CT & NNDR)	Poor quality of service	One	Granicus form did not load to Enterprise. Referred to IT for solution.
CC567206844	Revenues (CT & NNDR)	No action or response to request	One	Investigate DD failures and missing payment.
CC552164755	Revenues (CT & NNDR)	Other	One	Issue with re-profiling instalments. Further training possibly required.

#### 3.2 Q3 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC553115958	Environmental Protection	Poor Staff Attitude	One	Improved training - reiterate toilets have been vacated before locked.
CC558364274	Environmental Protection	Poor Quality of Service	One	Crew Supervisor issued management

				instruction reminding of correct procedures.
CC565715976	Environmental Protection	Other	One	Crew will be reminded to replace food bins correctly.
CC553697029	Planning Policy & Conservation	Other	One	Additional checking of site assessment process.

#### 4 Customer Compliments Q3 Results

4.1 TRDC reported 23 compliments logged on Granicus.

Service	Number of Compliments
Community Partnerships	1
Customer Services	4
Development Management	3
Environmental Protection	12
Housing	2
Revenues (CT & NNDR)	1

