

Three Rivers District Council

# **Corporate Compliments & Complaints Q1 2024-25 Report**

1<sup>st</sup> July 2024

## REPORT TO CORPORATE MANAGEMENT TEAM – 23 July 2024

### CORPORATE COMPLIMENTS & COMPLAINTS – 2024/25 Q1

#### 1 Summary

- 1.1 This report provides a summary of the corporate compliments and complaints in Q1 which runs from 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024.
- 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 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 were 63 stage one complaints logged in Q1.

2.2 There were 13 stage two complaints logged in Q1.

Stage One (Number of complaints logged)	Upheld	Part-Upheld	Not Upheld	Case still open	Referred to Stage Two
63	26	12	23	2	11

Stage Two (Number of complaints progressed to Stage Two)	Upheld	Part-Upheld	Not Upheld	Case still open
13  (2 carried over from previous quarter)	0	2	11	0

2.3 LGO Referred Complaints in Q1:

2.3.1 Below are complaints referred to the LGO within Q1.

LGO Referred Complaints	Upheld	Closed after initial enquiries	Currently Open
4	1	2	1

### 2.3.2

Reference	Department	Status	Current Action
23019165	Housing	Currently open	Complaint received 11/04/24. Passed complaint to LGO Investigation team for further consideration. 26/04/24 requested further information has been sent to the LGO.
23017020	Development Management	Closed after initial enquiries	Decision notice received on 09/04/2024. LGO will not investigate because there is no evidence of fault by the Council and a right of appeal existed to the Planning Inspector.
23020323	Environmental Health	Closed after initial enquiries	Decision notice received on 08/05/2024. LGO will not investigate. Customer can appeal the notice to the Planning Inspectorate.
24000122	Animal Welfare & Licensing	Upheld	Decision notice received on 08/05/2024. LGO will not investigate. LGO has upheld this complaint because Council has agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused.

## 3 Customer Complaints Q1 Actions & Learning

### 3.1 Q1 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC618485318	Benefits	No response from department after being told matter was raised with team leader and should receive a response within two weeks.	One	Amended filing tray in Enterprise to show all documents.
CC623871157	Benefits	Delay in processing DHP application. Was quoted 8 weeks but it is now 14 weeks and still waiting.	One	More resources to deal with outstanding DHPs
CC601559748	Strategy & Partnerships	SAR requested not processed in timescale.	One	More details can follow when completed. Website have updated wrong email address. Also relates to SAR requests.

CC602291353	Customer Services	Reported missed bin online and called CSC when not returned for.	One	Spoken to CSC member of staff who took call to advise how they can check job has gone through correctly.
CC611427141	Elections	Customer unhappy about being asked these questions outside polling station by canvasser.	One	Complaint was about the behaviour of tellers outside polling stations. Agent concerned has been asked to talk to relevant teller. Letter sent to complainant apologising
CC601862146	Environmental Protection	Put neighbours rubbish in bin and not emptied, not contacted when reported and rude collection staff.	One	W/S manager spoken to crew under disciplinary procedure, reminded not to empty into other bins and put bins back properly. Supervisors to monitor.
CC603366863	Environmental Protection	Recycling bin being missed.	One	Improved training (further detail required)
CC604467762	Environmental Protection	Bins been missed 3 times within 2 months.	One	Improved training (further detail required)
CC605119986	Environmental Protection	Bins not being put back properly	One	Improved training (further detail required)
CC605304560	Environmental Protection	Continued missed food pod. Reported 3 times now.	One	W/S Supervisor spoken to resident. Crew to be spoken to and monitored.
CC611097204	Environmental Protection	No brown bin provided since garden waste service sign-up. Had sticker for nearly 4 weeks.	One	Information forms on Granicus regarding bin deliveries will be reviewed as part of the customer experience review. The review will include amendments to the forms to keep residents up to date. However, this has been temporarily put on hold due to staff shortages
CC611518702	Environmental Protection	Recycling bin missed for 5th time! Phoned and told to call back later not good enough.	One	Crew have been spoken to and waste services supervisors will be monitoring the situation going forward.
CC611649657	Environmental Protection	Food bin constantly missed. Reported multiple times but nothing happening.	One	Crew in question has been spoken to and waste services supervisor will do a site visit on next scheduled collection day and monitor going forward

CC616684368	Environmental Protection	Bins constantly being missed on assisted collection. Have reported multiple times but no change.	One	The crews responsible for collections were met on site by the waste services supervisor and where instructed where the bins were needed to be picked up from and returned to after emptying.
CC620837708	Environmental Protection	Unhappy recycling bin deemed contaminated and so this apparently means the crew can leave my bin unemptied and in the middle of my neighbours parking area some 20m from my house. Also we have had an approved request in for a replacement bigger refuse bin in with you for several months and the person constantly does not fulfil their task in delivering it and taking away the old one.	One	Crew will be spoken to regarding contamination in bins and where bins should be returned to after emptying. Repeat bin delivery enquiries to be actioned quicker
CC621017770	Environmental Protection	After a number of crew escalation complaints made recycling crew still miss the bin seemingly every other week.	One	Waste services supervisor will speak to crews and monitor the situation going forward.
CC621562071	Environmental Protection	Leaving wheeled bins wheels/lids unlocked after collections.	One	Crew will be spoken to and reminded of the importance of locking bins and locking the wheels of the bins. Our waste services supervisor will also be monitoring the situation going forward, by speaking to the crew on collection day before they start their work and after their shift has finished.
CC623439700	Environmental Protection	Repeatedly missing garden bin collection. Raised previous missed bin & crew escalation jobs.	One	Crew will be spoken to by waste services supervisor, to ensure a regular collection of the garden waste bin under the assisted collection service.

CC623864089	Environmental Protection	Repeatedly missing green rubbish bin collections at mine and neighbours properties. Raised previous missed bin & crew escalation jobs.	One	Our waste services supervisor will also be monitoring the situation going forward, along with a site visit to the properties with the crew members; to ensure they are fully aware of which bins to empty on the scheduled collection day.
CC623632333	Environmental Health	No response from noise complaints regarding building works outside of hours made.	One	Officers will be spoken with to remind them of their responsibility to deliver the level of customer service expected of the Council. Whilst resources are having a detrimental impact on response times in EH, the service delivered to the customer in this matter was not acceptable.
CC616089512	Property Services & Facilities	No response after emailing TRDC officer three separate times.	One	Gaps in staffing cover (end of fixed term contract) and holiday commitments across a very small team. Appoint permanent staff to position.
CC603574252	Revenues	Cannot afford Council Tax and asking for reduction.	One	Suggested to apply for TRDC CT reduction & PIP
CC608131139	Revenues	Delay to email.	One	Delay responding to email as not indexed by department.
CC617246772	Revenues	No response to letters sent regarding Council Tax account. (Re-Raise of CC613799831 that was closed in error)	One	I have conducted an investigation into the Council's failure to respond to the above mentioned letters. The documents as you stated were received by the Three Rivers Post Room and sent to the Revenues scanning team and I regret to advise you that due to an error, your letters were not scanned to the Council Tax accounts of yourself and Mr xxxxxx. Please accept my apologies for this error. I have examined this issue under the complaints procedure and I as a Complaints Officer respond to your initial contact under Stage 1. I have recorded your complaint as upheld, due to the error made and the inconvenience caused to you,

				in having to make further enquiries in order to get a resolution of your queries.
CC610679786	Watersmeet	Performer experienced technical issues on a day of performance.	One	Further training on the sound system, on rota's ensure staff member up to the job.

### 3.2 Q1 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC608453058	Animal Welfare	No response to noise complaint.	One	Reminded officer to respond to emails.
CC602812767	Communications	Difficulty finding online form.	One	Web content updated
CC606920669	Strategy & Partnerships	SAR requested not processed in timescale. (From stage one CC601559748)	Two	Staff spoken with regarding missed emails.
CC606174595	Environmental Protection	Food pod half emptied and broke resident's brick.	One	W/S Supervisor to speak to crew to take more care.
CC606194864	Environmental Protection	Garden bin not collected.	One	Better signposting on Granicus required.
CC608929891	Environmental Protection	Bin not collected as contaminated. Claims staff made racist remarks.	One	Crew members have been spoken to and reminded of the behaviour expected when speaking to our residents.
CC609088194	Environmental Protection	Unhappy larger refuse was replaced with smaller bin unexpectedly.	One	Improved notification to resident
CC620297925	Environmental Protection	No response from request to check and share crew vehicle cameras from incident he believes crew has hit his vehicle.	One	Quicker response required to residents regarding insurance claims.
CC616567480	Housing	Discrimination and Historical	One	Backdate given to customer

		Racism regarding the difficulties I have had around seeking support from your housing supply team to be correctly housed, given the right band and priority date and the lack of adequate support from this service.		
CC617082894	Housing	Unhappy TRDC have not provided suitable housing accommodation for her making her rent privately. TRDC will not allow her to say on the housing register.	One	Officer spoken with and procedures updated
CC609428382	ICT	Cannot sign up for Garden waste due to IT error not allowing DD bank details to authorise.	One	Process to be implemented to prevent reoccurrence. Garden waste optional & T&C's clearly state DD is required.
FS-Case-607987194	Leisure & Landscapes	Unhappy with Stage One decision CC603151127	Two	Everyone Active have been reminded about reporting issues with gym equipment and this will be picked up going forward in the monthly contract report.
CC617337014	Property Services & Facilities	Unhappy has received notice on parked vehicle.	One	To take greater care when tracking lower enquiries that are made not via Dash.
CC626424201	Watersmeet	Delay to email.	One	If there is an issue with a film/screening and it needs to be cancelled, an email will be sent to all those booked prior to the show time.



## 4 Complaint Timescales

4.1 The table below shows the timescales complaints have been answered in.

**(Complaints are required to be responded to within 10 working days)**

Stage One Complaints	Number	%
Stage One Responded to in Day 1-10	61	93.84
Stage One Late response (after Day 10)	2	3.08
Stage One Outstanding	2	3.08
Total number of Complaints	65	100

Stage Two Complaints	Number	%
Stage Two Responded to in Day 1-10	13	100
Stage Two Late response (after Day 10)	0	0
Stage Two Outstanding	0	0
Total number of Complaints	13	100

4.2 Late Responses:

Service	Reference	Number of Days	Days Over
Environmental Protection	CC602073326	11	1
ICT	CC609428382	20	10

## 5 Current Outstanding Q1 Complaints

Reference	Service	Complaint Summary	Stage	Current Status
CC626329879	Fraud	Customer has issued a letter to TRDC barrister RE behaviour of our fraud officers. Fraud case been brought against the customer RE £6K CT bill, which he says has risen from poor information given from CT dept. Unhappy with Fraud officers behaviour.	One	Currently open. Registered on 27/06/24. Reassigned to Legal.
CC626233351	Watersmeet	Claims bill is incorrect.	One	Currently open. Registered on 27/06/24.

## 6 Customer Compliments Q1 Results

6.1 TRDC reported 41 compliments logged on Granicus.

Reference	Service	Compliment Details
CC615911367	Communications	Since xxxxxxxx and xxxxxx became White Ribbon champions these young ladies have gone out of

		their way to be active members. They are assets to the group and TRDC.
CC623854283	Communications	Excellent to have the notice board at The Oaks back in operation. It looks great! It will hopefully make the residents there feel more connected to Three Rivers. Thank you for the ongoing efforts with the Maple Cross JMI board.
CC623855626	Communications	The forms have been a huge success weeding out parking issues and neighbour disputes. It has really helped. It has saved us so much wasted time.
CC611502925	Strategy & Partnerships	I would like to say congratulations to xxxxx, the South Oxhey Fair was a huge success. I heard so many positive comments from the members of the public and stand holders. So, a huge thank you from me and your hard work is much appreciated.
CC611503806	Strategy & Partnerships	Congratulations to xxxxx for putting together an amazing Fair last Saturday, there was an amazing atmosphere, lots of engagement and networking all under one roof. A great success.
CC611504226	Strategy & Partnerships	Thank you, xxxxx, for a fabulous event. Thanks again to everyone.
CC611504663	Strategy & Partnerships	Thank you, xxxxx, and the TRDC team for setting it all up, and for allowing us in at the last minute. For the museum it was a serious success.
CC611506023	Strategy & Partnerships	Well done xxxxx for your organisational skills and knowledge around this event today for Stephen Lawrence. You smashed this event, and I was so personally proud of you! It's so good to see you going from strength to strength.
CC611506320	Strategy & Partnerships	I just wanted to let you know what a fabulous job xxxxx has done with the Stephen Lawrence Day event. xxxxx had some fantastic ideas and wanted to host the open race talk after the outside reflection, he put together a great presentation with some impactful videos.
CC611506656	Strategy & Partnerships	Just wanted to say thank xxxxx for organising what I hear was a thought provoking and well organised day today, I've heard good feedback from staff and Police. Well done and keep up the good work.
CC613108808	Strategy & Partnerships	It has been lovely working with xxxxx and your team, and I wanted to say thank you so much for all your help and support.
CC608400905	Strategy & Partnerships	What a fabulous job xxxxx has done with the Stephen Lawrence Day event. Jay had some fantastic ideas and put together some great

		presentations. We received positive feedback from the event and wished to pass on. Pleasure to work with xxxxx.
CC615422942	Customer Services	Didn't get the lady's name. Quick answer, understood the problem, guided me through the process, everything sorted within 10 minutes! A credit to your organisation. Many thanks.
CC617047037	Customer Services	Customer moving out of area, complimented CSC on the great service she has received over the years
CC620109601	Customer Services	xxxxx and xxxxx were very helpful in sorting letter and refund for council tax.
CC605202842	Customer Services	I would like to compliment the CSC representative (dealing with CT enquiry) in as much that she was, polite, professional, empathic, knowledgeable and patient. Great service. Thank you.
CC614170899	Development Management	Thank you, xxxxx, for your time and effort on this Application. Your patience, responsiveness, and approachability throughout the determination of the Application (and at pre-application stage) are greatly appreciated.
CC618486949	Development Management	Thanks to xxxxx for all you attention to this, it's been a pleasure working with you.
CC618487666	Development Management	Thank you to xxxxx and xxxxx for his robust and thorough presentation at Committee.
CC622359930	Development Management	I have heard of some great work, and indeed work I had no idea that we undertook, especially in the community safety area. I was aware of was that officers were working hard on was over the Yellow Express VAPE shop in Rickmansworth High St. I am sure most of you have seen it. Well it now has yet another look (attached) that is far better thanks to our hard-working staff in development management. As leader of the council, I want to reiterate my appreciation for the professionalism and dedication you all commit to working to get the best outcomes for all residents. They may not all say "Thank You" but I do.
CC623857029	Development Management	Thank you, xxxxx, for all your help, both before the hearing, but during last night's Planning Committee meeting. Despite some comments from Councillors, we were very grateful to you for explaining the work we'd already done together and clarifying a couple of points in the design, which we didn't always feel were represented correctly by some participants. A re-examination

		of the file to see the adaptations we'd made would have been useful for them.
CC623869288	Development Management	xxxxx and xxxxx, thank you for being so professional and helpful last night in a very tricky meeting with interesting applications. I found it a bit of baptism of fire, but very interesting.
CC624746445	Development Management	Great work xxxxx! Thank you for your help. It is hugely appreciated. Such a relief to have the situation under control. Cheers again for your support. Keep up the great work!
CC606228476	Development Management	Thanks to xxxxx for her help. You have been extremely helpful.
CC607916613	Development Management	praised the professional conduct of both Members of Officers at the planning committee meeting, commenting that she felt the application had been fairly discussed/considered.
CC608395432	Development Management	Praise for xxxxx: Thanks so much for the prompt, detailed, clear and very helpful response. Really appreciated. You have always been so prompt and helpful.
CC608709957	Development Management	Following our recent visit to Planning Committee I just wanted to drop you a note to express my thanks to your team. In 14 years working with you, I cannot recall a time when there was ever a problem that couldn't be resolved or anything other than a wholly professional attitude by your Officers. Particularly like to compliment xxxxx in this respect. Her reports are thorough, balanced and impeccably researched and her ability to engage on all levels with Members, applicants and agents alike is a breath of fresh air. Having spent 12 years in local government myself and seen the huge changes and resourcing pressures placed on Councils and their planning function over the last 22 whilst in private practice, I can honestly say that TRDC is perhaps the only Authority that I deal with that has consistently maintained excellent standards and retained Officers of the highest calibre.
CC613315341	Environmental Protection	Hello, I just wanted to write to say an enormous thank you to the lovely bin men who look after Mount View.
CC615843047	Environmental Protection	Thank you so much for approving our assisted collection application you've made my day
CC618277710	Environmental Protection	Xxxxx would like to compliment the crew & the lorry driver that came today to empty his missed

		garden waste bin. He said they were very polite & extremely helpful.
CC619728462	Environmental Protection	Thanks to xxxxx and Mr xxxxx for your efforts at the Club.
CC620740584	Environmental Protection	I would like to thank xxxxx refuse department he was very helpful, polite and sorted out the problem for me.
CC621568825	Environmental Protection	I would like to say a massive thank you on behalf of all the residents of New Parade. I really hope you have a great day and hope that you receive the gratitude you deserve at work.
CC623499026	Environmental Protection	Refuse bin crew were extremely polite and went back for the bin. Extremely happy with the crew going above and beyond. Thank you very much, very grateful.
CC624958889	Environmental Protection	Replacement food pod arrived promptly on either Wednesday or Thursday, and we put food on Friday. It is just to say the service is great, but the bin needs to be stronger.
CC605817295	Environmental Protection	Thanks for the bins being left in the right place.
CC606625491	Environmental Protection	3-man grass cutting team worked so well together and paid true attention to detail to what they were doing.
CC619978786	Housing	Thank you, xxxxx and your colleagues, in the housing dept for helping my son. He's very lucky to have such a good place to live.
CC624744804	Parking/Traffic/Transport	I want to thank xxxxx and xxxxx very much for sorting the parking signs in Croxley Green at the end of Frankland Road and Hazelwood and Beechcroft. I mentioned this to xxxxx recently and keep meaning to thank you both.
CC604465333	Parking/Traffic/Transport	Hertsmere3RiversDC parking and permits team, not sure how they manage it? But the on-line platform and interaction with team members over the past and also more recently in 2024 has been clear, effective and efficient.
CC615917644	Watersmeet	Thanks to xxxxx for your support over the past few months. The two technicians who supported us on the night were really excellent – very helpful indeed.

## **7 CMT Recommendation**

7.1 For CMT to note the report and learning outcomes.

**Report prepared by:** Seamus Kelly – Customer Service Centre Team Manager

