

Three Rivers District Council

# **Corporate Compliments & Complaints Q3 2024-25 Report**

24<sup>th</sup> January 2025

## REPORT TO CORPORATE MANAGEMENT TEAM – 24 January 2025

### CORPORATE COMPLIMENTS & COMPLAINTS – 2024/25 Q3

#### 1 Summary

- 1.1 This report provides a summary of the corporate compliments and complaints in Q2 which runs from 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 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 43 stage one complaints logged in Q3.
- 2.2 There were 16 stage two complaints logged in Q3.
- 2.3 Seven of the 16 stage two complaints responses in Q3 were escalated from previous quarter stage one complaints.
- 2.4 One complaint received was responded to as stage two without a stage one response.

Stage One (Number of complaints logged)	Upheld	Part- Upheld	Not Upheld	Request for Service	Case still open	Referred to Stage Two
43	10	6	26	1	0	8

Stage Two (Number of complaints progressed to Stage Two)	Upheld	Part- Upheld	Not Upheld	Case still open
16 (7 escalated or carried over from previous quarter)	3	1	11	1

## 2.5 Stage Two Reviews

- 2.5.1 There was a request for a review of FS-Case-664018838 after the response was spoken through on Friday 6<sup>th</sup> December. Response was sent on 24<sup>th</sup> December and read through with complainant on Tuesday 7<sup>th</sup> January 2025 as requested.

Stage Two Reviews	Upheld	Part-Upheld	Not Upheld	Case still open
1	0	0	1	0

## 2.6 LGSCO Referred Complaints in Q3:

- 2.6.1 There were 2 LGSCO complaints referred to TRDC in Q3.
- 2.6.2 0 LGSCO complaint carried over from previous quarters.
- 2.6.3 23019165 status was changed to remedy complete and satisfied on 11/12/2024 due to the complainant providing bank details so TRDC was able to authorise the agreed payment.

LGO Referred Complaints	Upheld	Closed after initial enquiries	Not investigated - Premature.	Currently Open
2	0	1	1	0

### 2.6.4 LGSCO referred complaints and outcomes.

Reference	Department	Status	Current Action
24010068	ICT	Closed after initial enquiries	n/a
24008778	Revenues	Not investigated - Premature.	n/a

### 3 Customer Complaints Q3 Actions & Learning

#### 3.1 Q3 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC656574536	Business Rates	No response from emails regarding NNDR address.	One	Apologies for unacceptable delay. Referred to Business Rates Officer who is unable to process refund and has requested Revenues Manager to assist them.
CC652210995	Environmental Protection	Waste crews keep driving onto garden and damaging property.	One	Waste services supervisor has spoken with the crew and they have all been given a management instruction to keep off the verge in future. Our supervisor will also be checking on the next scheduled collection that the crew are adhering to this instruction. Instruction to our grounds maintenance crew to repair the damage to the verge and to replace the timber sleeper.
CC653914112	Environmental Protection	Food & Refuse bins constantly missed. Escalated to Waste Supervisors but still an issue.	One	Crews have been spoken to and will be monitored each week by the waste service supervisors to ensure collection of waste is being completed
CC658027089	Environmental Protection	Not providing assisted collection service. Constantly having to report missed bins.	One	Crew have been spoken to and made to return to empty bins and have been shown where the bins will be located. Waste services supervisors will continue to monitor the collections going forward.
CC658091386	Environmental Protection	Garden waste not collected in road, shouldn't have to keep reporting. Online says it's still open. Feels like road should be refunded some of the cost for the poor service.	One	Crew have been spoken to by waste services supervisor and a memo order has been issued to them to empty all paid for garden bins in Lincoln Drive. Waste services supervisors will monitor the collections going forward.
CC663163661	Environmental Health	I wish to make a formal complaint regarding the lies	One	Full apologies sent to customer due to the lack of

		and unprofessional attitude of Senior Housing Enforcement Officer for Three Rivers District Council.		customer service received from the Council.
CC666620834	Environmental Protection	Weekly refuse collection constantly driving over outer boundary of property and destroying verge which is within the boundary of my property.	One	Crews will be instructed to drive around, not over the verge in future. With waste services supervisors monitoring that this instruction is being adhered to from w/c 16/12/24. Staff from grounds maintenance will repair damage to verge w/c 16/12/24.
CC668071889	Benefits	Emailed on several occasions regarding council tax support claim which was closed in September despite having been sent information requested. Repeated requests that the claim be dealt with being ignored.	One	Lack of staff and other urgent work took priority. Benefits department didn't reply to emails. 1 complaint officer available 2/11 -16/11
CC668615978	Environmental Protection	No response from department and still not collecting from their parents' property.	One	Crews have received a photo of where bins will be located for the assisted collection service. All the crews have been spoken to and reminded of the standard of service we expect from them, and a supervisor will be checking the crews on collection day to make sure this happens.
CC669042046	Housing	Was offered a property which suited my condition and location preference but then told the offer would be withdrawn due to the property not being suitable as stated by TRDC due to the supported documents on my record.	One	Officers involved spoken with. I have ensured procedures have been reviewed and are up to date to reflect current processes.
FS-Case-663222917	Environmental Protection	Whilst I felt that you more than adequately dealt with my complaint, and I felt all had been resolved. However today I find that the situation regarding Assisted Bin Collection has not been resolved.	Two	Instructed performance management action for the crews concerned. Requested that Waste Supervisors attend property on collection day to monitor that improvements are made.
FS-Case-659386547	Revenues	Would like to have two months council tax refunded to my parents due to the errors TRDC have made and	Two	One off occurrence, not expected to happen again.

		the stress and anxiety my parents have suffered		
FS-Case-672213895	Environmental Protection	Letter from department informed me that the damage to my property would be repaired w/c 16.12.24 and that the bin collection crews would be instructed not to drive over the land on my property. Neither of these things have been done.	Two	All the crews were spoken to and the reason it happened again was we had a relief driver, and we failed to issue him with the required information. It can be extremely difficult to deal with these issues when we are forced to change the crew members due to last minute sickness. All crews have had a management instruction from there supervisor and conduct action could be taken against them if it happens again. Area concerned has been repaired.

### 3.2 Q3 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC662952132	Development Management	I sent an email to Planning Officer requesting clarification of various points on the planning application & left messages with Customer Services, but I received no response.	One	Spoken to officers regarding timing of comments.
CC660898567	Environmental Health	Poor workmanship/service by BCC and/or the contractor, completely failed me and my daughter and causing damage to the property.	One	Nil action for Council. BCC to update procedure regarding notification of post completion inspection. Emailed 18th November to advise of extension as time for remedial works to take place.
FS-Case-671529598	Environmental Health	Review the decision for no extended warranty. Customer not satisfied with the support they have recieved since we had a disability facilities grant installed. Poor support by BCC and damage caused by water leak due to poor workmanship	Two	Officers have spoken with BCC and at this stage I am satisfied that they are taking steps to resolve these issues, however, as stated earlier in my response, if you feel that these issues are not being dealt with sufficiently, please contact Jason who

				can escalate this with BCC.
CC664131724	Environmental Protection	Unhappy have to pay for garden waste as the council sends one waste truck on two separate days to collect the refuse, food, & recycling. Surely it is a waste of costs running the same services over two separate days?	One	Ops manager spoken to crew to instruct not to collect waste from Edson Close. WS supervisors to monitor collections going forward.
CC665180725	Parking/Traffic/Transport	No response to extension of car park request to three calls and emails.	One	Small team but no excuse for no response.
CC663280759	Revenues	Unhappy with Council Tax arrears enforcement actions taken against them.	One	Currently conducting a review of our procedure notes relating to when tenancies end and liability for council tax should end. Once completed, all officers will receive refresher training and a reminder to be aware that there is no 'one size fits all' and each case needs to be looked at individually and the correct confirmation sought where needed to ensure the right decision is made.
CC665923883	Revenues	Requesting retrospective Council Tax refund on parents' property	One	This was an indexing issue as it was addressed to the CE and there has been agreement that it should have been sent to the CE. DPT manager to be informed.

## 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	40	93%
Stage One Late response (after Day 10)	3	7%
Stage One Outstanding	0	0%
Total number of Complaints	43	100%

Stage Two Complaints	Number	%
Stage Two Responded to in Day 1-10	11	68.75%
Stage Two Late response (after Day 10)	4	25%
Stage Two Outstanding	1	6.25%
Total number of Complaints	16	100%

4.2 Late Responses:

4.3 The table below shows the extended time responses that were advised within the 10 working days of the complaint received.

4.4 Please note CC660898567 and FS-Case-671529598 are the stages of the same Environmental Health complaint.

Reference	Service	Stage	Number of Days	Days Over	Was Customer advised	Day Customer advised of delay	Reason for delay
FS-Case-655178396	Development Management	Two	16	6	Yes	10	Cross Department consideration with officers on leave.
FS-Case-657297921	Leisure & Landscapes	Two	13	3	Yes	6	Officers on leave.
FS-Case-671529598	Environmental Health	Two	17	7	Yes	7	Due to officer annual leave.
CC660898567	Environmental Health	One	22	12	Yes	6	Allow time for works to be carried out which customer was happy with.
CC669238182	Animal Welfare & Licensing	One	17	7	Yes	8	Requested for further information from complainant.
CC663280759	Revenues	One	45	35	Yes	9	Head of Service input has been sought.



4.5 The table below shows the extended time responses that were advised outside of the 10 working days of the complaint received.

Reference	Service	Stage	Number of Days	Days Over	Was Customer advised	Day Customer advised of delay	Reason for delay
FS-Case-654587585	Revenues	Two	34	24	Yes	13	Complaint was with Senior Manager to respond.

## 5 Current Outstanding Complaints

5.1 There is 1 stage one complaint that is still open from Q2.

Reference	Service	Complaint Summary	Stage	Current Status
CC650349867	Revenues	Charging order on property. Wants the issue to be expedited, believes she has been mistreated by the system - does not believe it should take 5/6 months for issue to be resolved. Delay increasing their legal fees.	One	Due 21 <sup>st</sup> October.  <ul style="list-style-type: none"> <li>- Reassigned from Legal to revenues on 08/10/2024.</li> <li>- Head of R&amp;B in contact with Legal regarding this case.</li> </ul>

5.2 There is 1 stage two complaint that is still open from Q3.

Reference	Service	Complaint Summary	Stage	Current Status
FS-Case-674346466	Revenues	Wishes for refund of Council Tax on mother's property dating back to Spring 2022 under SMI.	Two	Due 15th January

## 6 Customer Compliments Q3 Results

6.1 TRDC reported 62 compliments logged on Granicus.

Reference	Service	Compliment Details
CC651819200	Climate Change and Sustainability	<p>Dear xxxx, xxxx, xxxx and xxxx</p> <p>Good Morning.</p> <p>Just wanted to thank you all for the support you have all given in getting the loft installation works completed.</p> <p>No doubt you will all be addressing the issues we experienced with Carbon Rewind so no other residents have to go through this.</p> <p>Regards</p>
CC655233958	Communications	<p>I would like to express my thanks to xxxx for her help and assistance with the civic event. Although she was not a part of the project, her help and assistance in the preparation on the day was invaluable. The day itself involved a lot of prep work and last minute running around, which we would not have got completed without xxxx's help. It was not planned in for xxxx to assist, but she helped out without question, finishing late to ensure everything was ready.</p>
CC651494047	Customer Services	<p>"Lastly, and most importantly. I wanted to bring your attention to some of the amazing feedback that I have received whilst contacting people who your staff have referred to the safeguarding inbox. I have fed back to individual members of staff when I have received any compliments from members of the public. But this month I would just like to share something with you about xxxx. xxxx sent a logging a concern form into the inbox, very well written out, no exaggerations, just clear facts and no assumption as to what was going on. What she did write was that the caller was very distressed and needed some help. When I contacted xxxx for the caller's telephone number, she gave it to me and then she asked if I could let her know if the Lady was ok once I had spoken to her. When I called the lady, she had gotten herself in to such a mess, with one thing after another piling on top of her. She has now been referred to services that will support her to make positive changes to improve her life. On the call the lady asked me to tell xxxx 'thank you' for not only being kind but for listening enough to know that she needed help'. Well done xxxx, excellent Customer Service and Safeguarding.</p> <p>Although we do not want referrals for every</p>

		person that gets upset on the telephone, sometimes your gut tells you there is more to this than meets the eye. If this happens and you are unsure just call me and we can talk it through."
CC651731660	Customer Services	Would like to say thank you to xxxx for fantastic service, he says you were polite and took the time to listen to his issue and sorted it out quickly and efficiently.
CC653619840	Customer Services	With xxxx's guidance, xxxx delivered exceptional customer service for an elderly gentleman in reception with a garage enquiry. xxxx showed patience and willing and went above and beyond to help the 80 year old tenant with no internet access and limited tech knowledge.
CC655825881	Customer Services	In the planning liaison meeting, xxxx stated that she has been really impressed and grateful for the speed, accuracy & efficiency of xxxx who has recently been trained to issue decisions.
CC654581520	Development Management	<p>Just want to thank xxxx for the on-site meeting this morning with the managing agents to discuss the on-going parking issue but to especially thank you for all the background work on the history of the parking and the various planning permissions over the last 20 years.</p> <p>All of this will be helpful with my meeting with residents tomorrow.</p> <p>The time you have spent on this and getting the agents along is much appreciated.</p> <p>Kind regards xxxx</p>
CC657296976	Development Management	<p>Good morning xxxx, xxxx</p> <p>With the closing of the Inquiry yesterday my activity on the Abbots Langley DC Appeal (PINS ref: APP/P1940/W/24/xxxxxxx) is effectively completed.</p> <p>Can I also thank you both and your colleagues for the warm friendly support and assistance during the Inquiry and the case generally. I see many planning departments during my work and it is a real pleasure to see a strong professional team working for the Council and community being served.</p> <p>Best Regards xxxx</p>
CC652314598	Environmental Protection	I don't know whether I have selected the right department if not please pass on category -This is for the recycling bin collection people. Hyde Lane was closed for water works but the bin

		collection service still went ahead - fantastic - well done guys
CC652542834	Environmental Protection	<p>THANK YOU for a swift response.</p> <p>Please pass my thanks on to the team who dealt with the removal of waste. An EXCELLENT service from Three Rivers District Council. Well done.</p>
CC652902396	Environmental Protection	<p>With reference to Missed Bin Collection I would just like to say a BIG THANK YOU for how speedily this was resolved as I have only been granted Assisted Bin Collection since 23/09/2024 and would have expected some early problems. The bins were collected very early the next day and the gentlemen very kindly replaced them where I had left them making it easy for me to use daily. I am most grateful for this kindness at a time when I am unwell.</p>
CC658926679	Housing	<p>Hi xxxx,</p> <p>Just a note to advise one very happy customer, xxxx, very thankful for support and advice he was given upon approaching TRDC due to sleeping in his car. With our help and support he managed to find a double room within a HMO, through financial support he has now moved in. The HMO is close to town and son's school so he is delighted, he is even allowed to have son over to stay as agreed with xxxx, who will also help him with Housing Benefit. He said to me he would be still sitting in his car without our help and was very thankful for the help he received.</p> <p>Krs xxxx</p>
CC658930000	Housing	<p>Have been dealing with a lady called xxxx. From the offset she has been amazing and overly helpful. People are quick to make complaints but just wanted to compliment.</p>
CC651613778	Leisure & Landscapes	<p>Hi xxxx,</p> <p>The team came and done this last week which was great, just wanted to thank you for your assistance.</p> <p>Regards, xxxx</p>
CC653631844	Revenues	<p>Hi xxxx.</p> <p>Just wanted to pass on some feedback about xxxx.</p>

		<p>He was involved in a call with a customer this morning and although I wasn't listening to the content of the call and have no idea which resident he was talking too, it was very clearly apparent that the resident was having some issues in dealing with their payments.</p> <p>xxxx was calm, compassionate and clear with the resident that he was here to help in anyway he could. He sounded just like the type of person I would want on the other end of the phone if I needed help with payments or whatever other issues he was helping the resident deal with. He was making sure that the person was heard and was treated with respect, compassion and dignity.</p> <p>I have feed this back to him, but I wanted you to know that he is clearly doing an excellent job of making sure that residents are heard and dealt with in a fair and kind way.</p> <p>Many thanks</p> <p>xxxx</p>
CC653633028	Revenues	<p>Thank you so much xxxx, I don't think I could ever put into words how grateful I am for you sorting this for me. Sorry for crying and I just want to reach out to you and say how genuinely thankful I am for your generosity today. You have not only made my life but my year. This has been the best news I could of asked for me and I'll forever be grateful for another chance at making my payments. I promise you I will not let you down and I will make every payment. You will never realise how speaking with you today has changed so many things in my mind and made one very big problem I had a smaller one. Thank you from the bottom of my heart. I hope you have a well deserved break from worm and I look forward to speaking with you in the future. xx</p>
CC651112013	Strategy & Partnerships	<p>Dear xxxx, xxxx, xxxx, xxxx and xxxx</p> <p>Good Morning.</p> <p>Just wanted to thank you all for the support you have all given in getting the loft installation works completed.</p> <p>No doubt you will all be addressing the issues we experienced with Carbon Rewind so no other residents have to go through this.</p>

		Regards
CC656966368	Strategy & Partnerships	<p>Dear both,</p> <p>Thank you so much for your preparation and support for tonight's meeting. You do incredible work, and I appreciate your help,</p> <p>Thanks again!</p> <p>Best wishes,</p> <p>xxxx</p>
CC653630087	Watersmeet	Thank you to the team at Watersmeet Theatre for all their hard work behind the scenes
CC655232395	Watersmeet	I would like to express my thanks to xxxx and xxxx for their help and assistance with staff day. They both went above and beyond to ensure the day ran smoothly, on the day itself and in the preparation and clear up. They were both exceptional - nothing was too much to ask and their knowledge was invaluable. It is hugely appreciated.
CC655735234	Watersmeet	<p>For the attention of the Theatre Manager/Technical Manager</p> <p>I am writing on behalf of Su, and all the team involved with the production of Su - Still Fully Charged, to convey our thanks for the support we received when Su performed at the Watersmeet Theatre on 17 October.</p> <p>We appreciated the welcome and the professional assistance from your technical team throughout the day and your Front of House team.</p> <p>Your staff were great to work with and the audience response was terrific which is always rewarding. We look forward to a chance to work with you again in the future.</p> <p>I would be grateful if this email, conveying our appreciation, could be shared with the relevant people.</p> <p>Kindest regards,</p> <p>xxxx (on behalf of Su)</p>
CC662436520	Climate Change and Sustainability	<p>Hello,</p> <p>We just wanted to say a massive thank you for your generous hosting of last night.</p>

		<p>I was so sorry not to be there due to illness, but the feedback that we've heard today has been overwhelmingly positive.</p> <p>It seems that the film has inspired many and created a real sense of hope within the community.</p> <p>Before the screening we'd said that the triangle of Sustainable Three Rivers, Three Rivers and ourselves working together is strong and powerful one and I think it was good to see this in action last night.</p> <p>Here's to many more positive collaborations.</p> <p>xxxx</p>
CC660671240	Communications	<p>Hi xxxx, xxxx has just called you a 'genius' and is very grateful for the help you've given her on Granicus to try and make it work better for her / and the Council.</p>
CC666811394	Communications	<p>I'm probably contacting the wrong department, but hope you can forward appropriately. I'm delighted to see that a Bin Collection Calendar for 2024 - 2025 is already on the website - excellent!</p> <p>xxxx</p>
CC659662621	Customer Services	<p>Cust called to let us know that she is really impressed with our service, from all depts. She called originally to request a replacement bin, this has been delivered, she said the crew member was very polite and friendly, and that whenever she calls TRDC, the csc staff are friendly, and helpful and pleasant.</p>
CC661804916	Customer Services	<p>Good Morning,</p> <p>On the 18th October I had to reach out to the Licensing team for some help &amp; guidance on a safeguarding matter. It was 16.25 when I spoke with xxxx who then spent the next 3 hours offering guidance on this urgent matter. It is not often I can say dealing with government agencies is anything but a total nightmare but on this occasion and in fact all the time the dedication and professionalism shown by the Licensing team member was outstanding. This was then followed up by xxxx on Monday 21st who again displayed excellent knowledge of the legal process and was a massive help in assisting me compiling the necessary evidence to support actions taken that Friday and any subsequent investigation. I would therefore like to express my sincere</p>

		<p>thanks to the Licensing team for their support and guidance offered to me and I would also like to express my thanks to your call centre staff who I deal with on a regular basis they too are polite and very helpful.</p> <p>Kind regards,</p> <p>xxxx</p>
CC663410691	Customer Services	<p>I phoned to discuss a council tax letter that I had received and get some help to make payments and adjust payment dates. xxxx was an absolute God send! So friendly and helpful, non judgemental and went the extra mile. I had to call back a week later to make a second payment, and spoke with another advisor. xxxx then continued to phone me after he had finished his current phone call to make sure everything had been completed and I was okay with everything. Thank you xxxx for giving such fantastic support and providing a 5 star service!! It is much appreciated.</p>
CC664053387	Customer Services	<p>When xxxx called me he was very considerate of my needs. He introduced himself, advised what he was calling for, and asked if it was still a convenient time to talk. He advised how he would talk through the complaint response advising that in the breaks he would leave space for me to ask for any explanations, questions, or comments to be made. Before we started he asked if I had everything I needed with me before we begin.</p>
CC659634423	Environmental Protection	<p>Cust called to let us know that she is really impressed with our service, from all depts. She called originally to request a replacement bin, this has been delivered, she said the crew member was very polite and friendly, and that whenever she calls TRDC, the csc staff are friendly, and helpful and pleasant.</p>
CC663684942	Environmental Protection	<p>Customer called to thank the waste crew for returning this morning at 6.10am with a smaller loader to collect the recycling. Building works prevented the larger loader from collecting. Customer would also like to mention the graffiti on the underpass to the station has also been cleaned and looks so much better.</p>
CC666193302	Environmental Protection	<p>Would like to thank the road sweepers for doing an excellent job</p>
CC661797606	Housing	<p>Hey xxxx and xxxx</p> <p>Just wanted to pop over a quick email to say</p>



		<p>thank you both for all your help the last few weeks!</p> <p>I've finally picked up my keys!</p> <p>Thanks again,</p> <p>xxxx</p>
CC663861157	Housing	<p>Hi xxxx,</p> <p>Just to let you know I have cleared out my belongings from Lincoln drive and have handed the keys back to Watford community housing.</p> <p>Thank you again for all your help the last few months!</p> <p>xxxx</p>
CC665175730	Housing	<p>Dear xxxx, I am writing to express my heartfelt thanks to you and your team for your invaluable help. Your kindness and support are deeply appreciated.</p>
CC662433631	Land & Property	<p>Dear xxxx,</p> <p>That's fabulous news. Thank you for letting us know the outcome of last nights meeting so promptly. And thank you for all your help.</p> <p>I'm on holiday at the moment returning next Tuesday and will reply more fully when I get back.</p> <p>xxxx.</p>
CC661784742	Leisure & Landscapes	<p>Dear xxxx and xxxx</p> <p>Thank you for arranging for the work to be performed yesterday and today. Your contractor Artemis carried out the work in an efficient and safe manner with good communication skills with residents and walkers.</p> <p>Regards</p> <p>xxxx</p>
CC661786361	Leisure & Landscapes	<p>Dear xxxx,</p> <p>Many thanks for the inspection and completion of the tree work in Croxley Hall Woods this week. The team of tree surgeons were very professional and did a great job.</p> <p>Kind regards</p>

		xxxx
CC661788743	Licensing	<p>Many thanks for your swift action with this matter. It is much appreciated. I wish other agencies that I deal with were as efficient and proactive!</p> <p>Kind regards</p> <p>xxxx</p>
CC661804328	Licensing	<p>Good Morning,</p> <p>On the 18th October I had to reach out to the Licensing team for some help &amp; guidance on a safeguarding matter. It was 16.25 when I spoke with xxxx who then spent the next 3 hours offering guidance on this urgent matter. It is not often I can say dealing with government agencies is anything but a total nightmare but on this occasion and in fact all the time the dedication and professionalism shown by the Licensing team member was outstanding. This was then followed up by xxxx on Monday 21st who again displayed excellent knowledge of the legal process and was a massive help in assisting me compiling the necessary evidence to support actions taken that Friday and any subsequent investigation. I would therefore like to express my sincere thanks to the Licensing team for their support and guidance offered to me and I would also like to express my thanks to your call centre staff who I deal with on a regular basis they too are polite and very helpful.</p> <p>Kind regards,</p> <p>xxxx</p>
CC663860371	Strategy & Partnerships	<p>Good afternoon xxxx</p> <p>I am very happy with what has happened and the response from the police, thrive and three rivers so would be more than happy for the meeting to be cancelled. As you say everything you could do has now been put into action.</p> <p>I would like to thank you for your help. It has really meant a lot to me personally. For the last few days we have slept peacefully and we feel safer at home now. Please pass on my thanks to everyone involved. You are a star.</p> <p>xxxx</p>

CC663860842	Strategy & Partnerships	<p>To xxxx. Thank you so much for your support and help.</p> <p>xxxx</p>
CC661793217	Watersmeet	<p>Dear Watersmeet Theatre Team,          'I can no other answer make but thanks / And thanks, and ever thanks' (Twelfth Night, Act III Scene 3)</p> <p>I hope you all are well!</p> <p>On behalf of everyone here at CSSF, I want to say a big thank you for hosting Shakespeare Schools Theatre Festival. The performances were a resounding success!</p> <p>Without the support of our host venues, the Festival could not happen. You have helped to inspire a new generation of young people and their families with a love of theatre, and help raise students' confidence, attainment and empathy. I hope that it is the start of an ongoing connection between your venue and this year's participants.</p> <p>Many thanks again for your support and hard work.</p> <p>Best wishes,          xxxx</p>
CC664063556	Watersmeet	<p>Dear xxxx,</p> <p>Thank you so much for this connection, we at St Marys PTA are very grateful. Our families and their children truly love watersmeet and the pantos, so this is a really special one for us.</p> <p>I will wait to hear from your colleagues at Watersmeet.</p> <p>Many thanks and have a lovely evening.</p> <p>Warm regards,          xxxx</p>
CC672157269	Communications	<p>Well done to xxxx for arranging and pushing the Otley Way Family Centre Christmas toy drive.</p>
CC667973548	Customer Services	<p>Big thank you to xxxx for arranging for the crew to return and collect her GW bin! She was very grateful and wanted me to pass on her thanks.</p>

CC668541288	Customer Services	Impressed at the service provided by xxxx. Wanted to say thank you very much for the service and how quickly it was carried out with it being reported yesterday and having it completed today.
CC669259988	Customer Services	Every time I call your council I have the best experience plus the bin men are so friendly
CC672209789	Customer Services	Thank you to xxxx, who was kind and patient and did everything in her power to help. Caller was very grateful to xxxx for being so lovely and would like to say that she thinks xxxx is an angel and an asset to our team.
CC668254485	Development Management	Thank you xxxx for all the work that went into the recommendation, allowing us to respond to objections and hitting the 12 December committee deadline. It is deeply appreciated and applauded, regardless of the outcome.
CC668582117	Development Management	My team and I have had the pleasure of working with xxxx on several recent applications, and I would like to commend his exceptional approach to planning. While these were "just" householder applications, each presented its own unique challenges, and xxxx demonstrated commitment in finding practical solutions for each case. What truly sets xxxx apart are his outstanding communication skills. He provides clear, timely, and professional updates, making the entire process smoother and more constructive for all parties involved. This, in turn, enables us to better communicate with our clients—helping them understand what works and what doesn't, and offering valuable insights into good planning practices when developing their homes or assets. It has been a genuine pleasure working with xxxx, and I wish you both continued success in your roles at Three Rivers Council and in all your future endeavours.
CC668582926	Development Management	Thank you xxxx very much for keeping us informed. It is very much as you advised and does indeed address our concerns. Thank you very much for taking the time to consider the impact on my father's property. Please do pass my thanks onto your team for the time they put into this case.
CC668231604	Environmental Protection	When resident spoke to a waste collection crew member he was very polite. His whole manner was very polite. He had strawberry blond young, refuse collection. Resident wanted the manager to know how pleased she is with his service.

CC669842067	Environmental Protection	Street sweeper did a stunning job - it's the first time since I moved here 41 years ago that the edges have been truly cleared of mud! If he can maintain that standard on future sweeps it will make a huge difference to pedestrians and cyclists on Long Lane, we can now use the full width of the (very narrow) road! Please pass on good wishes to the excellent street cleaner!
CC669848610	Environmental Protection	Can you thank xxxx for sweeping our street We only see him once a year and he done a fantastic job considering all the cars parked. I'd like to see him more than once a year. Please pass on our gratitude for xxxx efforts.
CC673332236	Environmental Protection	Please thank the guys for the great service that they have provided over the last 12 months. Always with a smile and cheery "Good morning" they are a credit to you.
CC669170495	Housing	Thank you xxxx so much for confirming the DHP and the lock is now working. I'm deeply grateful for your support and assistance — I truly wouldn't have made it without you. Thank you from the bottom of my heart.
CC670325656	Housing	Thanks to xxxx and xxxx for supporting my family to be rehoused.
CC668584114	Licensing	Thank you xxxx, once again for you and licensing team for being so understanding. I am so relieved. Thank you.
CC667665762	Property Services & Facilities	Would like to compliment xxxx with the repair works of a pavement issue on Station Road in Rickmansworth (not to far from the bus stop). xxxx came to take pictures of how bad the pavement was earlier in the year & the repair work was carried out soon after his visit, the residents are delighted. Please pass on our thanks to xxxx for his help.
CC669163863	Watersmeet	I just wanted to email to say that it was by far the best panto we have been to. The other panto's have been great but last night was just out of this world. Our friend who came with us are also still revelling in what an absolutely superb job the cast did. My daughter said it's the best panto ever. When we got home I wanted to book immediately to come again tomorrow lol Please could you tell the cast that it was the highlight of our year and they were absolutely super. At a time when there are many challenges for families it is amazing to have a couple of hours

		of wonderful fun and creating life long memories. Last night was definitely that.
CC669519774	Watersmeet	I just wanted to give feedback on the pantomime. It was so good - the singing was great, the costumes and set were marvellous, the cast was brilliant, it was fast moving, and we all, from age 4 to 74 had a great time. 'Blooming marvellous'!!
CC671217576	Watersmeet	Thank you so much for the panto yesterday. Every boy and adult thoroughly enjoyed the show and had an amazing time. The staff were really helpful and the whole morning worked like a dream. Thank you.

## 7 CMT Recommendation

7.1 For CMT to note the report and learning outcomes.

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

### APPENDICES / ATTACHMENTS

Appendix 1 – Q2 24-25 - Complaint Totals

Appendix 2 – Q2 24-25 - List of Complaints

