

Three Rivers District Council

# **Corporate Compliments & Complaints Q2 2024-25 Report**

1<sup>st</sup> October 2024

**REPORT TO CORPORATE MANAGEMENT TEAM – 01 October 2024**

**CORPORATE COMPLIMENTS & COMPLAINTS – 2024/25 Q2**

**1 Summary**

- 1.1 This report provides a summary of the corporate compliments and complaints in Q2 which runs from 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 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 47 stage one complaints logged in Q2.
- 2.2 There were 10 stage two complaints logged in Q2.

Stage One (Number of complaints logged)	Upheld	Part-Upheld	Not Upheld	Case still open	Referred to Stage Two
47	16	4	21	6	7

Stage Two (Number of complaints progressed to Stage Two)	Upheld	Part-Upheld	Not Upheld	Case still open
10 (3 carried over from previous quarter)	2	1	4	3

- 2.3 Stage Two Review
- 2.3.1 Stage Two review of FS-Case-607949214 was sent to the complainant on Monday 9<sup>th</sup> September. Decision remained not upheld.

- 2.4 There were 2 stage one complaints where cases were still open from Q1 that were responded to in Q2.

Stage One (Number of complaints logged)	Upheld	Part-Upheld	Not Upheld	Case still open
2	0	0	2	0

- 2.5 LGO Referred Complaints in Q2:

- 2.5.1 There was 1 LGO complaint referred to TRDC in Q2.

- 2.5.2 1 LGO complaint carried over from Q1.

LGO Referred Complaints	Upheld	Closed after initial enquiries	Currently Open
2 (1 carried over from previous quarter)	1	1	0

- 2.5.3 LGO referred complaints and outcomes.

Reference	Department	Status	Current Action
23019165	Housing	Upheld	£200 compensation to be paid and demonstrate that it has taken action to improve its services when it incorrectly assessed that X was not eligible from housing support due to their immigration status. We do not find that the Council's actions caused X to miss out on interim accommodation or that the Council failed to have due regard to its duties under the Equality Act.
24005914	Development Management	Closed after initial enquiries	Will not investigate because part of the complaint is late, we cannot investigate issues which affect all or most people in the Council's area, there is not enough evidence of fault in the council's handling of the enforcement cases, and we are unlikely to achieve the desired or worthwhile outcome.

### 3 Customer Complaints Q2 Actions & Learning

#### 3.1 Q2 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC646348027	Elections	We have received a letter regarding signatures for the election and a form with someone else's details; this is a data breach. I have called twice to speak with department and no response or call back.	One	Apologies sent. Internal processes reviewed to ensure that the checking of letters and forms is checked by hand going forward. I have also referred this matter to the council's Data Protection Officer, who is reviewing this case in line with the council's policy on reporting data breaches. TRDC will re-send a letter and form, correctly matched, asking residents to confirm their information for our postal vote records. This letter will include a note asking them to disregard any letters previously issued to them.
CC629683724	Environmental Protection	Have reported bins as missed 12 times between now and the 02.01.2024 as well as well as 3 crew complaints with no improvement to the service.	One	Crews will be spoken to and Waste Services Supervisor will be monitoring the service going forward, including a site visit to property with crew members on collection day.
CC630098204	Environmental Protection	Many complaints and missed bins logged and has not improved and feels that nothing seems to be being fixed.	One	Crew called in and spoken to. Waste Services Supervisor will also be monitoring the situation going forward.
CC630568628	Environmental Protection	No one collected food waste bin we asked 5 times	One	Crew in question have been spoken to and reminded of the service we expect from them to our residents, which if not acted upon will result in further action being taken of a disciplinary nature. Waste Services Supervisor will be monitoring the situation going forward.
CC630930953	Environmental Protection	8 weeks of failure to empty bins and was promised Waste Services Supervisor	Two	Action has been taken with the crew in question, specific management

		would attend with the binmen. Very next collection day the binmen failed yet again to empty bins.		instructions have been issued to the crew which if not acted upon will result in further action being taken of a disciplinary nature and that each week for the foreseeable a Waste Services Supervisor will be attending site to check bins are collected.
CC632097874	Environmental Protection	Is upset with the lack of service (missed bins) Has seen crew taking individual bags out of the bins rather than taking the whole bag to be emptied.	One	Crews have been instructed not to remove bags from bins. Waste Services Supervisor will be monitoring.
CC633279525	Environmental Protection	I have had so many missed collections with my refuse and recycling over the last year the most recent being in the last few weeks since the first week in June.	One	Error rectified on crews work packs. Crew have been spoken to and given instructions on where the bins are located. Waste Services Supervisor will be monitoring.
CC633281303	Environmental Protection	I found that the two brown garden bins have not been collected on Tuesday 23 July 24. Could someone please explain what is going on in this area?	One	Returned to collect missed bins. Reminded to close gate of property under the assisted collection service. Waste Services Supervisor will be monitoring.
CC635728623	Environmental Protection	Constantly having to report missed bins as crew not collecting.	One	We have returned to empty bins. Error has now been corrected to change High Street, Abbots Langley onto the correct work pack. Waste Services Supervisor will be monitoring the situation going forward.
CC639102206	Environmental Protection	Crews constantly not returning bins on assisted collection.	One	Crews have been given specific instructions and photos as to where bins should be returned to after collection. Waste Services Supervisors will be monitoring the situation going forward.
CC641715498	Environmental Protection	Assisted bin collection for the last 4 months and my refuse has never been collected on the correct day.	One	New crew have been spoken to advise resident on assisted collection. Waste Services Supervisors to monitor future collections.

CC644248096	Environmental Protection	Complaint about bin not being collected while being on assisted collection since Waste Services Supervisor retired.	One	Agreement to collect waste in bags only, with a change of crew to collect residents waste on a weekly basis every Friday under the assisted collection service.
CC646131511	Environmental Protection	Online missed bin collection not allowing to report missed recycling 240 or Refuse sack when it says street completed.	One	Identifying stickers to be placed on bins, temporary crew members to be made aware of specific location points of at this property and digital, external systems suppliers to fix issue with online reporting system.
CC640606551	Property Services	No response or action to multiple reports of leak in business premises.	One	TRDC, while being the direct landlord, is dealing with damages originating from an adjacent property not under our ownership. This has unfortunately prolonged the resolution process. Nonetheless, this does not justify the inadequate communication they have received, and offered our sincere apologies for this lapse.
CC638408434	Revenues	No response to my emails sent in regarding Council Tax.	One	Advised Revenues Team Leader & QA team of observations about failure to deal with process.
CC646660708	Revenues	Having issues using CT online services, no acknowledgement or confirmation of carer discount application, and address appearing incorrect on the paper bills causing delivery issues.	One	Address incorrect. Address needs to be input correctly nonanswer of email. Email needs to be responded to and response indexed. Explanation of CTS award. Ability to provide explanation of CTS calculation
CC631757249	Watersmeet	Technical and communication issues for show production.	One	Out of office added to technical email address advising to contact box office for emergencies. Arranged for member of staff to triage these enquiries. Arrange to upgrade lighting desk when bugs fixed.

FA-Case-630098545	Watersmeet	Dismissive answer at stage one that is typical of the very poor customer experience at Watersmeet.	Two	Implementing a tile on the homepage directly linking to a dedicated section on the website providing further guidelines around obtaining a carer ticket. Complaints Handling training taken place with staff. Box office staff have been spoken to regarding tone and manner when dealing with customers.
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### 3.2 Q2 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC628218981	Environmental Protection	Rude, aggressive and abusive behaviour from dustman.	One	Crew member was spoken to by their manager, however, they advised, and resident confirmed that they were not sworn at. Resident has since had their damaged bins replaced.
FS-Case-628457714	Housing	Thank you for upholding a part of my complaint. However, I wish to escalate this to a stage 2 complaint, as I am unhappy with the outcome.	Two	The Council have apologised and awarded compensation for poor quality of service. A further recommendation will be requested from the Council's independent medical advisor to consider an increase in banding due to how their current accommodation is affecting their health.
CC643959507	Housing	Complaint regarding housing decision. I do not feel that the 'Independent medical advisor' or your housing operations manager have assessed my application in line with the councils housing allocations policy and have not taken into consideration the evidence provided by professionals.	One	Decision to award Housing Register Banding believed to be correct. Officer has been spoken to and the letter template to be sent to customers has been updated.
CC638959195	Leisure & Landscapes	Hornhill Play Area entrance surrounded by uncontrolled growth of nettles, brambles etc. My granddaughter got badly stung. Much of the play	One	Identify areas of possible hazard by foliage (stinging nettles), in our play areas sooner.

		equipment is already damaged (one section was closed)		
CC643444485	Property Services & Facilities	Lack of response and professional courtesy in dealing with this matter.	One	Officer advised to send a 'holding' reply when it's not possible to send a full response.

#### 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	41	87.2%
Stage One Late response (after Day 10)	0	0%
Stage One Outstanding	6	12.8%
Total number of Complaints	47	100%

\*Two stage one complaints carried over from Q1 were both responded to in Day 1-10.

Stage Two Complaints	Number	%
Stage Two Responded to in Day 1-10	4	40%
Stage Two Late response (after Day 10)	3	30%
Stage Two Outstanding	3	30%
Total number of Complaints	10	100%

4.2 Late Responses:

Service	Reference	Stage	Number of Days	Days Over	Customer advised	Reason for delay
Housing	FS-Case-628457714	Two	14	4	Yes	Allow further time to consider additional representation.
Leisure & Landscape	FS-Case-645756874	Two	11	1	Yes	Officer on annual leave.
Revenues	FS-Case-633283860	Two	23	13	Yes	Officer on annual leave.

#### 5 Current Outstanding Q2 Complaints

Reference	Service	Complaint Summary	Stage	Current Status
CC649851141	Environmental Health	Complaint about staff member and the enforcement investigation against them and their neighbour.	One	Currently open with department.
CC649272588	Environmental Protection	EP crews have serious lack of professionalism, duty of care or consideration for	One	Currently open with department.



		residents. Today my refuse bin was half emptied and neighbour recycling missed.		
CC650769594	Environmental Protection	Food bin missed. Reported before. Will cancel CT DD and will go the proper authority to seek justice if continues.	One	Currently open with department.
FS-Case-648165300	Housing	Stage One was CC643959507	Two	Currently open with department.
CC650772170	Leisure & Landscapes	No signage at Leavesden Country Park when the new electronic gates are locked. Website also says park open until 10pm.	One	Currently open with department.
FS-Case-651103206	Leisure & Landscapes	Stage One was CC648321901	Two	Currently open with department.
CC649505001	Revenues	Emailed council tax on 23rd April advising mother had moved into sheltered accommodation. We are now in September and there is still SPD on the account. Why has this not been dealt with?	One	Currently open with department.
CC650380933	Revenues	I am severely disabled. I claim higher PIP and I am housebound, yet I am not eligible for Council Tax reduction due to your discriminatory policy.	One	Currently open with department.
FS-Case-649463689	Revenues	Stage One was CC646660708	Two	Currently open with department.

## 6 Customer Compliments Q2 Results

6.1 TRDC reported 28 compliments logged on Granicus.

Reference	Service	Compliment Details
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CC628463197	Communications	Thanks to xxxxx for her huge help with developing the Aquadrome Project page.
CC648116782	Communications	<p>Thank you (xxxx) so much for helping us this morning. We really appreciate your help.</p> <p>It was great to finally get a name change, and Instagram sorted after so long.</p> <p>Please pass on our thanks to xxxxx and share our details with your team we'd love to be included on any information received.</p> <p>I'll also send an updated market flyer for inclusion in notice boards to.</p>
CC630207306	Customer Services	Thanks (xxxx) so much for helping me. Thank you for calming me down.
CC631062052	Customer Services	Would like to praise xxxx for her handling of a complex call with a distressed resident. Her tone, manner and patience were exceptional when handling a sensitive situation.
CC640228822	Customer Services	Customer complimented all staff she has spoken to and said what a good service we provide.
CC640584227	Customer Services	Like to say a huge Thank you to xxxx and xxxx in CSC for their all help when she came into the Visitor Centre on Wednesday afternoon. They were both lovely and went above and beyond to help her with her problem, and she is very grateful.
CC640959645	Customer Services	Thank you xxxx for your kindness you've been brilliant. This has by far been the simplest of all the companies I've had to contact to notify of my husband's death, thank you.
CC645753106	Customer Services	Just had a compliment for xxxx and the maintenance team in garages from tenant. They are very happy with how professional the maintenance team have been and how helpful and understanding we've been with their concerns about the garage and not being able to use it.
CC650284967	Customer Services	I would like to take this opportunity to provide feedback on xxxx handling of my call this morning. He was very helpful and professional in his advice, he clearly understood my issues and was able to assist me greatly, so thank you xxxx again.
CC633882138	Development Management	Thank you (xxxx) again from everyone on our side. Your response swiftness and proactive approach to the entire process has made it a positive experience for all involved.
CC642399126	Development Management	Wow just driven to and from Watford and I can confirm all advertising has been removed.

		Thank you (xxxx) so much for your prompt attention very impressed.
CC629911629	Environmental Protection	Very happy with the speed and quality of service as reported a replacement bin on the 03/07/2024 and has already received it. very impressed and said thank you to the team
CC630351624	Environmental Protection	Can I take this opportunity to say thank you (xxxx) so much for all your help, you've been fantastic.
CC632090458	Environmental Protection	A very big thank you to whoever removed this rubbish. I am extremely grateful. I would have cleared it up myself normally, but I am now over 80 and am suffering from a fractured spine and can't bend down to do such things. Thank you again for your very efficient service 10/10 as usual.
CC634787667	Environmental Protection	Thank you for the rapid response to her request of a replacement bin.
CC636205166	Environmental Protection	Customer called on behalf of their mother to say a big thank you to the crews for collections the rubbish today. There had been roadworks etc going on and she was very grateful they managed to navigate to collect the bins.
CC641884662	Environmental Protection	The team came back and so I wanted just to say a massive thank you. You (xxxx) and your team continue to offer a great service to your customers, and I am so very grateful.
CC646531906	Environmental Protection	Customer would like to thank EP team for quick replacement of a bin and also the quick return to empty a large waste bin at the block of flats she lives in. Said she was very pleased with the service and would like us to pass her thanks on.
CC647670511	Environmental Protection	Colin on the garden waste collection crew is always brilliant he is the best he's not rude and he understands me
CC639644018	Housing	Thank you (xxxx) for your email and help in my rehousing. I acknowledge the receipt of the housing relief duty. May God bless you.
CC643944082	Housing	<p>Thank you for all the support I have received from TRDC Housing Services, and that although they came shortlisted for a property with Thrive Homes, they have accepted the offer of a 2-bed property with HomeGroup in Waltham Abbey where they have family.</p> <p>A thank you is very rare but good to hear!</p>

CC647410027	Housing	to xxxx - Thanks again for all you did I appreciate it
CC633897602	Leisure & Landscapes	Hats off to you (xxxx) and the team/s preparation, organisation, funding and managing that has led to the amazing 'after' transformation.
CC633898160	Leisure & Landscapes	Thank you, xxxx, for your heart to get this job done.
CC648114798	Leisure & Landscapes	<p>Thank you (xxxx) so much for all your help and support on this project the family saw this yesterday and had a moment on the bench.</p> <p>You've been so patient, kind and professional this tree and bench means so very much to the family, parents and children who knew xxxx.</p> <p>Incredibly grateful and thankful to you and the team for your work on this.</p>
CC651112013	Strategy & Partnerships	Just wanted to thank you all for the support you have all given in getting the loft installation works completed. No doubt you will all be addressing the issues we experienced with Carbon Rewind so no other residents have to go through this.
CC630344895	Watersmeet	Thanking for hosting Spot's party.
CC648115904	Watersmeet	Thank you so much to both for all you did to facilitate such a lovely day. Also, for the hospitality given. Again, thank you for yesterday.

## 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

