

Three Rivers District Council

Corporate Compliments & Complaints Q4 2024-25 Report

3 April 2025

REPORT TO CORPORATE MANAGEMENT TEAM – 03 April 2025

CORPORATE COMPLIMENTS & COMPLAINTS – 2024/25 Q4

1 Summary

- 1.1 This report provides a summary of the corporate compliments and complaints in Q4 which runs from 1st January 2025 to 31st March 2025.
- 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 35 stage one complaints logged in Q4.
- 2.2 There were 14 stage two complaints logged in Q4.
- 2.3 Six of the 14 stage two complaints responses in Q4 were escalated or carried over from previous quarter complaints.
- 2.4 One complaint received was escalated to a stage two without a stage one response (FS-Case-697735852)

Stage One (Number of complaints logged)	Upheld	Part- Upheld	Not Upheld	Case still open	Referred to Stage Two
35	10	3	18	4	7

Stage Two (Number of complaints progressed to Stage Two)	Upheld	Part- Upheld	Not Upheld	Case still open
14 (6 escalated or carried over from previous quarters)	3	2	7	2

2.5 LGSCO Referred Complaints in Q4:

2.5.1 There were 4 LGSCO complaints referred to TRDC in Q4.

2.5.2 0 LGSCO complaint carried over from previous quarters.

LGO Referred Complaints	Upheld	Closed after initial enquiries	Currently Open
4	0	1	3

2.5.3 LGSCO referred complaints and outcomes.

Reference	Department	Status	Current Action
24008778	Revenues	FS-Case-674346466	Account has now been adjusted, and we have offered compensation
24012423	Revenues	FS-Case-633283860	Intend to investigate
24012811	Housing	FS-Case-648165300	Intend to investigate
24022199	Transport & Parking	FS-Case-664018838	Initial enquiries

3 Customer Complaints Q4 Actions & Learning

3.1 Q4 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC695720613	Benefits	No responses to communications regarding update of application.	One	Escalated to Service Delivery Manager to ensure that the DHP and CTR applications are dealt with as soon as possible
FS-Case-688292588	Business Rates	Unhappy with delay with no reply.	Two	Delay due to a combination of unfamiliarity with the case law that was referred to
CC682136401	Environmental Protection	To express my frustration regarding the recurring issue of food bin collections not being carried out in the Grove Crescent area.	One	Waste services supervisor will be speaking to food collection crew to empty food bin weekly or report if bin is contaminated. Supervisors will be monitoring the situation.
CC687084343	Environmental Protection	Food bin constantly being missed.	One	Food waste crew have been spoken to and waste services supervisors will be monitoring collections going forward. Missed bin reports

				to be actioned within 2 working days.
CC688387361	Environmental Protection	Delay to receiving replacement refuse bin despite chasing.	One	Request history on Granicus and when delivery crew report an issue should be checked thoroughly with resident by contacting them and clarified, if necessary, which will avoid resident having to contact TRDC again.
FS-Case-676693717	Environmental Protection	Previously had damaged to property and it was resolved however this morning Saturday 4th January the bin men have done the same damage. This was the earlier bin men at around 7am. This is incredibly frustrating that it happened again. Also no note of apology or anything it has been given.	Two	We do have a number of agency staff working on our rounds to cover holiday and seasonal illness and it would appear that it was an agency staff member rather than your normal crew who were responsible. all staff serving this area have been spoken to again under the council's disciplinary processes.
FS-Case-682913480	Housing	Concerns regarding the council's handling of my housing situation, which I believe constitutes a breach of the Public Sector Equality Duty (PSED) under the Equality Act 2010.	Two	Officers that gave you the incorrect advice to undergo further training. I have also instructed that we formally withdraw the decision provided to you on 25 October 2025 and to reopen your homelessness application to the council. Officers will now consider your circumstances fully, and wholly, before providing you with a further decision, containing a right of review, should you not agree with their findings.
CC697864887	Leisure & Landscapes	Complaint about length of time that it is taking to build the new entrance to the YMCA park. Completely unfinished road. Its been under construction for a few months now	One	Web content updated. Better communication to local residents on details of the project and why there were delays.
CC682953989	Property Services & Facilities	Personal injury occurred on council property due to a poorly maintained footpath in an unlit car park during the hours of operation at William Penn Leisure Centre.	One	Recognising and dealing with a formal complaint and maintaining good communications throughout the process.

CC692361758	Revenues	Unhappy was incorrectly chased by enforcement agent for Council Tax he was not liable for.	One	Referred to Quality Team to issue a procedure note to staff. Request of the HoS that a payment be made to you in lieu of this negative experience.
CC683203990	Watersmeet	Issues at venue when hosting event.	One	Discounted settlement by 1.5 hours hire fee.
CC690250419	Watersmeet	Unhappy with the quality of The Glow light puppet show.	One	Referred to 3rd party
CC690252538	Watersmeet	Unhappy with the quality of The Glow light puppet show.	One	Referred to 3rd party

3.2 Q3 complaint responded to within Q4 with an upheld decision:

FS-Case-674346466	Revenues	Wishes for refund of Council Tax on mother's property dating back to Spring 2022 under SMI.	Two	Re-organisation and training have taken place. New generic teams should prevent work being missed.
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3.3 Q4 Partly upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC676297258	Housing	Concerns regarding the council's handling of my housing situation, which I believe constitutes a breach of the Public Sector Equality Duty (PSED) under the Equality Act 2010.	One	Officers spoken with and training offered.
CC689352606	Housing	Unhappy with the Council's review of their Housing register application priority banding.	One	Review our medical process with a view to include further details of how a decision has been reached regarding medical priority banding decisions.
FS-Case-690254392	Property Services	Unhappy with Stage One response.	Two	Recognising and dealing with a formal complaint and maintaining good communications throughout the process as identified as part of the Stage 1 response.
CC675498017	Revenues	Council did not send reminders before sending the final notice to our new address.	One	Passed details of account to Quality Team to investigate.
FS-Case-677522950	Revenues	Addressing further inaccuracies within the stage one letter. The inaccuracies further exemplify the concerns regarding the council's handling of this matter.	Two	Customer disagrees with the amount owed and we have agreed that the way the information provided was not clear. This involved Direct payments from the

				DWP and the one-off Energy Grant Rebate.
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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	32	89
Stage One Late response (after Day 10)	0	0
Stage One Outstanding	4	11
Total number of Complaints	36	100

Stage Two Complaints	Number	%
Stage Two Responded to in Day 1-10	8	57
Stage Two Late response (after Day 10)	5	36
Stage Two Outstanding	1	7
Total number of Complaints	14	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.

Reference	Service	Stage	Number of Days	Days Over	Was Customer advised	Day Customer advised of delay	Reason for delay
Environmental Health	FS-Case-681188397	Two	30	20	Yes	6	Deadline extended twice to 7/3/25 due to Council awaiting legal advice from counsel, following advice from Legal.
Housing	FS-Case-682913480	Two	16	6	Yes	6	Deadline extended to 21/2/25 due to annual leave.
Housing	FS-Case-690111117	Two	13	3	Yes	5	Deadline extended to 14/3/25 after further representation sent in on 4/3/25.

4.4 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
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Revenues	FS-Case-674346466	Two	32	22	No	n/a	(Outstanding from Q3) Logged on 31/12/24.
Revenues	FS-Case-682062869	Two	23	13	No	n/a	N/A
Revenues	FS-Case-677522950	Two	18	8	No	n/a	N/A

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 st October. <ul style="list-style-type: none"> - Reassigned from Legal to revenues on 08/10/2024. - Head of R&B in contact with Legal regarding this case.

5.2 There are 4 stage one complaints that remain open from Q4.

Reference	Service	Complaint Summary	Stage	Current Status
CC698937276	Development Management	We have serious concerns with the way the decision to grant this planning application was reached by your Planning Committee at its meeting of 20 March 2025.	One	Due 08/04/2025
CC701503558	Environmental Protection	5 garden collections missed between April 2024 to March 2025 yet annual cost increases.	One	Due 15/04/2025
CC693263419	Parking/Traffic/Transport	Parking enforcement officer is targeting my personal and my companies' vehicles while not enforcing the same rules onto others.	One	Due 14/04/2025

CC700586349	Parking/Traffic/ Transport	Poor implementation of the parking zone in Rickmansworth West.	One	Due 14/04/2025
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5.3 There is 2 stage two complaint that remain open from Q4.

Reference	Service	Complaint Summary	Stage	Current Status
FS-Case-697735852	Environmental Health	Concerns with how they have been treated by the Strategic Housing Manager. Believes to have been mistreated with Bullying, and cause of injury where works have not been completed. Unhappy with the quality of the works.	Two	Extended to 30/04/2025
FS-Case-682062869	Revenues	Unhappy account has been put to bailiffs as facing significant financial hardship.	Two	Open and overdue

6 Customer Compliments Q4 Results

6.1 TRDC reported 47 compliments logged on Granicus.

Reference	Service	Compliment Details
CC677652503	Communications	Amazingly good service. I contacted you in late November or early December to compliment you on having the 2024-25 waste collection calendar available online so promptly. Since I have poor eyesight, I asked if a larger format calendar could be made available. Yesterday, 9 January, I was amazed to see that you had mailed me a really large full colour printed calendar, which is superb quality and just what I need. Thank you so much to everyone who made this possible. Your hard work is greatly appreciated!
CC677617291	Customer Services	Thanks xxxxx, amazing turn around I only put the application in this morning. I will come in and collect the badge tomorrow.
CC678162714	Customer Services	I have only just moved into the 3 Rivers Council area. I rang Council Tax and spoke to xxxxx. She was so helpful, sorting everything out for me from

		applying for 25% single person to setting up my direct debit. Many thanks again to xxxxx.
CC680492334	Customer Services	Thank you for your very kind and supportive message xxxxx and for your good wishes. Thank you for your kindness and compassion, it was very much appreciated. Thank you again xxxxx - you were extremely helpful and kind.
CC685337732	Customer Services	xxxxx was the most helpful person ever and couldn't praise her highly enough. She said she'd received an email from xxxxx today just making sure she was ok so felt she went over and above the call of duty. She added that she was a lovely person and said she was sure we'd be delighted she was in our Team.
CC686959259	Customer Services	xxxxx thank you for speaking to me so beautifully. Look forward to speaking to you tomorrow pm when hopefully you have some news.
CC686985421	Customer Services	Over the years I have often needed to contact you and have always found the service fast, efficient, polite and helpful. Today was no exception when I spoke to a young lady at approximately 12.50 with a query on a garden bin subscription. Once again, she was able to help and was extremely pleasant. Also, the wait time before being answered is usually very quick. Thank you.
CC689310390	Customer Services	Would like to say thank you to xxxxx for his fantastic Customer Service. He was so helpful and understanding and followed up her request, and she is very grateful for all his help.
CC689363228	Customer Services	<p>Dear Three Rivers TEAM</p> <p>I was very fortunate as I had xxxxx (from your Team) who took my call (circa 12.15 on the 20th Feb) . She dealt with a whole range of admin, queries etc in one call. She patiently dealt with every point, explained the process/issues and when necessary, she checked in with others.</p> <p>I am very glad we are remaining in Three Rivers!</p> <p>Thank you.</p>
CC693486595	Customer Services	Called to thank xxxxx for arranging the recollection of his garden waste
CC693910199	Customer Services	Called to thank xxxxx for helping to complete online moving form they were struggling with online. Said how helpful she was and asked me to pass her thanks onto her (and a thank you for the help I also gave her today)

CC700357368	Customer Services	Hi xxxxx. Just to say a big thank you for helping me to get the permit yesterday. My daughter done the rest today thank you.
CC701354540	Customer Services	Just wanted to say well done to xxxxx, he took a found dog report early this morning and had a very unhappy lady on the phone, but it's all sorted now and he handled it brilliantly. Dog and Owner reunited and everyone is happy. Just wanted to give xxxxx some credit because he handled it brilliantly and I'm actually proud of him.
CC684283173	Development Management	My thanks to you, xxxxx and the team for your very professional and clear advice and answers last night.
CC686943405	Development Management	Dear Planning Enforcement, Thank you for the excellent service and response. You will appreciate as residents we are upset at the loss of trees and worried about what the future plans for the site are. Again, thank you.
CC687406204	Development Management	I just wanted to thank xxxxx for addressing our concerns regarding both the semi-circular window within the North Elevation of the proposal, and also for the proposed 'balcony' type velux windows in the Eastern elevation.
CC697898584	Development Management	Good day, xxxxx! Thank you so much for your response—it was incredibly helpful, and I truly appreciate it. To be honest, the situation feels a bit out of our control, as no one is providing details or updates. Your report was the only one that truly gave a clear picture of the current state. As you mentioned in your report, I would be very grateful if you could keep us updated on any new developments. I really appreciate your help.
CC698052275	Development Management	Hi xxxxx, We received the approval today, thank you. I just wanted to take the time to reach out and say thank you for the way in which you have dealt with the application. You have been helpful, proactive and responsive throughout, and that is greatly appreciated.
CC699810458	Development Management	Hi xxxxx, Thank you for sending over the decision and for your work on this application. It has been a pleasure to work with such an engaged LPA. We will be in touch to discharge Conditions and

		S106 obligations. Our next hurdle is getting a Natural England license.
CC675961524	Environmental Protection	This morning when I got up I noticed that my Refuse Bin despite having refuse in it had either been blown over or knocked over by the local Fox. Because of my current medical condition I was unable to stand this up again. I would like to say a sincere THANK YOU to the man that collected the Recycling Bin this morning as it must have been him that when doing that the Refuse Bin was stood up again and put in its usual place. That act of kindness meant so much to me at this time, I am very grateful.
CC679299902	Environmental Protection	Thursday 16 January House waste collection. The crew raced to me when I had a fall taking in my bin they made sure I didn't need an ambulance gave me assistance and reassurance then got me up off the ground and escorted me into my house. They were true professionals and gentlemen please convey my thanks on to them I really can't thank them enough.
CC679541016	Environmental Protection	I sent a request to collect a missed bin collection at 8am, by 08.10 am it had been collected. What a service, thank you Three Rivers.
CC682915648	Environmental Protection	Quite simply a Thank you to the Street Cleaning/Parks/Litter Bin Emptying Team, (staff member xxxxx) for just doing a great job, (in this case in George V Park Area, William Penn Sports Centre Car Park). My assumption is that this is a 3 Rivers Team. Whilst I have thanked xxxxx directly for his work I would just like his Manager to know that he and his colleagues do a great job day in, day out - and we the general public appreciate what they do. Many thanks.
CC687572231	Environmental Protection	Customer called to say she had left biscuits out for the crew to say thank you very much for the service she has received from them. She needs a lot of assistance, and they have always been so helpful
CC689550272	Environmental Protection	Want to thank the crew for a speedy recollection today as she reported it missed yesterday. Was very surprised and happy with the quality of the service.
CC693163924	Environmental Protection	Called this morning due to food waste spillage on Albury Road - just called back to comment on how well the 2 crew have cleaned up the road & they did an excellent job & how quickly the Council have got on & get the mess cleared up.

CC693943072	Environmental Protection	<p>Yesterday my friend who suffers from dementia left the Aquadrome @ Rickmansworth and forgot to take his dog. I drove him back to the Aquadrome just before lock up. We didn't find the dog but fortunately spoke with members of your staff who told us they had found them and one of their colleagues had taken him to the Vets in Rickmansworth. I would like you to pass our grateful thanks to the folk involved for taking so much trouble to make our dog safe. They really walked the extra mile. I wonder if there's a Staff fund at the Aquadrome that we could make a donation to as a token of our gratitude and thanks.</p>
CC696564592	Environmental Protection	<p>I want to compliment the individuals looking after my bin collection this week, Friday 14 March. I totally forgot to put my food waste bin out but they took it from my step and emptied it. Thank you so much!</p>
CC697566728	Environmental Protection	<p>Caller said thank you so much to the crew today for clearing all of her recycling and rubbish after she room swapped with her son. She is really really really thankful and appreciates you doing that as she was not expecting it.</p>
CC700005721	Environmental Protection	<p>I took a call (xxxxx CSC) from this lady yesterday at around 2.30pm (didn't realise I should use this route) who has recently moved. They wanted to pass on their thanks to the Recycling crews who do the road. They were very complimentary and said that the crew do a diamond service. Specifically mentioning xxxxx and xxxxx in particular and said that they were a credit to the service. Please pass the compliment on to show that they are appreciated.</p>
CC700228456	Environmental Protection	<p>This compliment relates to dealing with fly tipping and also bin collections. I couldn't see the relevant department in the list provided.</p> <p>On two occasions I have reported fly tipping on Chestnut Avenue, just by the A404. One was bin bags left by the roadside, the other a brown bin that had been abandoned for some time by the road sign. I used the online system and on both occasions action was taken within a day or so. Much appreciated.</p> <p>I also last week reported that my brown bin had not been collected and next day it was resolved. So thanks to your teams who deal with these things. I'm sure you get a lot of complaints, but hope this compliment will go a way to balance things.</p>

CC676751643	Housing	Dear xxxxx, I truly appreciate the assistance and support you have provided throughout this process. Thank you again for your help, and I wish you and the rest of the team at Three Rivers continued success in supporting others with their housing needs.
CC677543109	Housing	Dear xxxxx, That is great news! Thank you again for all of your help.
CC682137989	Housing	Hi xxxxx. Thank you for seeing me today & linking me with xxxxx . You're both lovely and very helpful. xxxxx explained the situation. Thank you again xxxxx. Your help is muchly appreciated.
CC685031946	Housing	We have now left Luton and are on the road to our new home. I sincerely thank xxxxx for this help and support!
CC685033907	Housing	That is great news. The family seem really happy with the outcome and thank xxxxx and the housing team for such a nice outcome for this family.
CC690718880	Housing	Yes, all in now and I have a can for next few weeks too so all worked out. Can't thank you enough for making this easier.
CC693459883	Housing	Thank you so much ! We are over the moon with that decision.
CC695520777	Housing	xxxxxx, I have to write this to let you know how your hard work, patience, kindness, understanding and resilience has literally given me the opportunity to get the help I've needed for a long long time, a home I feel safe in and basically a 2nd chance for a new life, a happy one I hope and a new me... As you know I've been let down by alot of people throughout my life and I lost my trust in everyone. but you gained my trust and got me here to this point today... I could go on but I'm sure you're busy! So... just a massive THANK YOU to you. for helping me
CC696219196	Housing	Good morning, xxxxx. You have done a lot for me and this is a great help to me and this is very unexpected and this touches my heart and I want to write you words of gratitude and I can't find the words for this, You are an incredibly kind and compassionate person and I am very happy about this because you have given me hope in humanity, you are a very good person and I want God to bless you ten times more, so that you succeed in everything you undertake and you meet people like you on your life's path and they help you as you helped me in all your affairs ten

		<p>times more, I wish you God's grace on you with your family, an endless stream of love and happiness. You did give me hope about in people humanity. British Humans kind. THANK YOU VERY MUCH! BEST WISHES.</p>
CC689362129	Leisure & Landscapes	<p>I often walk at the wonderful space that you manage at Leavesden Country park and spend a good deal of my spare time in winter months volunteering for Butterfly Conservation and tracking the distribution of a species of Butterfly called a Brown Hairstreak, it is a protected species under Section 41 and I thought that you might be interested to know that I found the egg of one of these butterflies at the horse field yesterday, as far as I know it is the first recording of this species at this site, it is certainly the most northerly egg in Hertfordshire that I have found and I am not aware of any sitings of it by others north of Watford either.</p> <p>Thank you for managing this site so beautifully and creating such a wonderful habitat.</p> <p>As being the local council you may also want to know that I found one a few days earlier within Warner Brothers Studios Leavesden a few days earlier but sadly almost all wild sites there have now been ruined and built over now.</p>
CC691065735	Leisure & Landscapes	<p>I just wanted to reply with my compliments to the team that did the South Oxhey Play Rangers over the summer holidays last year (apologies this is very late!) on Friday afternoons.</p> <p>My daughter is very shy and nervous about trying new things but she really enjoyed the Play Rangers (and even went back again!) and the team were so great and really knew how to interact with children and keep them engaged.</p> <p>Hopefully we'll be back again. Thanks again to the amazing team!</p>
CC691066487	Leisure & Landscapes	<p>I understand that you were involved in Three Rivers District Council supporting the Improvers Running Course. I would like to take this opportunity to thank you (xxxxx). We are currently on week 6 and the course has surpassed all my expectations, coach xxxxx, is knowledgeable, supportive and friendly. Effectively, everything you could possibly want in a coach.</p> <p>There is only one problem... The course will be ending in a couple of weeks and I and the other participants would love to keep going and have the same group, perhaps an even larger group to</p>

		<p>attend with. Some other people have said they would like to attend if this course is offered again.</p> <p>The course enables residents of Three Rivers to get fit and healthy and enjoy the excellent resource of the Aquadrome, I would hate for this to end soon, if there is any possibility to extend it.</p> <p>I look forward to your response and thank you and other members of the council for enabling this course in the first place.</p>
CC686314360	Licensing	Thanks xxxxx! Super helpful
CC700639521	Property Services & Facilities	Cust would like to thank all the garage maintenance staff for a fantastic job done on his garage. He is very pleased with the repairs carried out.
CC685719471	Strategy & Partnerships	<p>I am writing to thank you (xxxxx), the Mayor , the Leader of the Council, your partners and other Council members for the very thoughtful and kind ceremony you hosted on Holocaust Remembrance Day. It was also wonderful to welcome members of the gypsy community who as a community were also persecuted and murdered during the Holocaust.</p> <p>It was a solemn and noteworthy occasion, and I felt honoured to be there.</p>
CC687407145	Watersmeet	<p>Paid my first visit in Friday (Twist and Shout) and wanted to say a big Thank you to all involved. The staff, volunteers, venue and show all first class! A great evening thank you. Will be back. And I will try not to delete my tickets and to ring a delightful lady in the box office to arrange to have duplicates emailed to me!! Thank you all. Love n hugs xxxx</p>

8 CMT Recommendation

8.1 For CMT to note the report and learning outcomes.

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

