

**CORPORATE
COMPLIMENTS &
COMPLAINTS
REPORT 2025-26 Q3
20/01/26**

REPORT TO CORPORATE MANAGEMENT TEAM – 20 January 2026

CORPORATE COMPLIMENTS & COMPLAINTS – 2025-26 Q3

1 Summary

- 1.1 This report provides a summary of the corporate compliments and complaints in Q3 which runs from 1 October 2025 to 31 December 2025.
- 1.2 It includes a breakdown of Stage One, Stage Two and LGSCO referred complaints received by Three Rivers District Council relating to the above period.
- 1.3 It includes an update on any outstanding complaints from the previous quarter.
- 1.4 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.
- 1.5 It includes a list of customers where the Vexatious and Unreasonably Persistent Complaints Policy has been applied in the above period.

Details

2 Customer Complaints Report Results

- 2.1 There were 48 Stage One complaints logged in Q3.
- 2.2 There were 13 Stage Two complaints logged in Q3.
- 2.3 2 of the 13 Stage Two complaints in Q3 were escalated from previous quarter Stage One complaints. (FS-Case-755282016 & FS-Case-756611546)
- 2.4 1 of the 13 Stage Two complaints received was escalated to a Stage Two without a Stage One response (CC757708539)
- 2.5 3 of the 13 Stage Two complaints received had Upheld Stage One Decisions (FS-Case-762994753, FS-Case-758725572, & FS-Case-768640097)

Number of Stage One complaints logged in Q3	Upheld	Part-Upheld	Not Upheld	Request for Service	Case still open	Referred to Stage Two
47	9	2	33	2	1	10

Number of Stage Two complaints progressed in Q3	Upheld	Part-Upheld	Not Upheld	Not TRDC Responsibility	Case still open
13 (2 escalated from Stage One complaints logged in previous quarters, 1 was a	0	0	10	1	2

direct to stage two)					
-----------------------------	--	--	--	--	--

2.6 LGSCO Referred Complaints in Q3:

2.6.1 There were 4 LGSCO complaints referred to TRDC in Q3.

2.6.2 2 LGSCO complaints carried over from previous quarters.

LGSCO Referred Complaints	Upheld	Closed after initial enquiries	Currently Open	Not Investigating
6 (4 new, 2 carried over from previous quarter)	0	0	2	4

2.6.3 LGSCO referred complaints and outcomes.

Reference	Department	Status	Current Action
24021546	Revenues	FS-Case-677589905	Received on 28 th April 2025 – currently open
25006191	Housing	FS-Case-715911791	Received on 1 st October 2025 – currently open
25007102	Housing	FS-Case-721074472	Not investigating
25007132	Transport and Parking	FS-Case-724453387	Not investigating
25009652	Leisure and Landscapes	FS-Case-733487830	Not investigating
25017629	Benefits	FS-Case-762575683	Not investigating

2.7 There were 3 Stage Two complaints which were open in the previous Q2 report.

Reference	Service	Date Closed	Outcome	Information on steps taken
CC716594726	Development Management	17/12/2025	Not Upheld	N/A
FS-Case-753215693	Development Management	17/10/2025	Not Upheld	N/A

FS-Case-749845276	Environmental Protection	20/10/2025	Not Upheld	N/A
-------------------	--------------------------	------------	------------	-----

3 Customer Complaints Q3 Actions & Learning

3.1 Q3 Upheld Stage One complaints that have been escalated to Stage Two:

Reference	Service	Complaint Summary	Action/Learning	Stage Two Reference
CC757204865	Benefits	Unhappy with handling of their Discretionary Housing Payment (DHP) application	2 officers have now been trained to deal with DHP processing. Plan for rest of officers to be trained over time.	FS-Case-762994753
CC755455379	Environmental Protection	Unhappy with behaviour and standard of service from the bin collection team.	Crews have been spoken to and reminded of service expected from them. Failure to adhere will result in disciplinary action. Waste Services Supervisor will also continue to monitor collections going forward.	FS-Case-758725572
CC766489982	Revenues	I would like to raise a complaint why I have had no response in 20 months	Lack of resources in dealing with Section 13a decisions. Extra staff resource has been allocated to address this	FS-Case-768640097

3.2 Remaining Q3 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC769007883	Environmental Protection	I am writing to raise a formal complaint regarding the conduct and standard of service provided during recent food waste and recycling collections in my area.	One	Crews have been issued a management instruction to clear up mess if dropped by waste collection crews. Along with returning bins to their point of collection. Failure to comply will result in disciplinary action.
CC771911589	Environmental Protection	Is on assisted help and the residents bins are being constantly missed and the bins are not put back properly. Resident has gone	One	Formal management instructions will be issued to the crew to ensure compliance and prevent a recurrence. Collection

		down crew complaints route numerous times but the issues are still happening. the resident is in poor health and having to call numerous times does not help. Also crew have returned wrong bin on a few occasions.		crews are aware property is on an assisted collection service and that all bins under this service should be emptied and returned to the same spot after every collection. Failure to comply with these instructions will result in disciplinary action in accordance with the Council's disciplinary policy.
CC771938033	Environmental Protection	Once again, I have had trouble this morning with the Assisted Bin Collection. It was then left on the pavement outside the front gate and not returned to its usual place. This is despite having labels on the bins.	One	Waste Services Supervisors confirmed they will be monitoring collections going forward. Formal management instructions will be issued to the crew to ensure compliance and prevent a recurrence. Collection crews are aware property is on an assisted collection service and that all bins under this service should be emptied and returned to the same spot after every collection. Failure to comply with these instructions will result in disciplinary action in accordance with the Council's disciplinary policy.
CC773748554	Property Services & Facilities	I am writing to formally submit a stage 1 complaint regarding the ongoing leak and lack of communication about repairs to my garage at XXXXX, Abbots Langley (Garage ref XXXXX). I appreciate that repairs may take time and understand you may be busy; however, I am concerned about the lack of communication and progress to date.	One	Staffing absences caused delays in response, and the updates given did not assist the complainant. More robust processes for checking and actioning outstanding casework is being implemented. Clare is our main reviewer, but we have reiterated that it is incumbent upon the broader team to check and review CaseViewer. Part of the issue was also leaving 'notes' on jobs that have been started but not concluded. This is to ensure that if anyone is on leave or ill, there are notes that a different staff member can observe and respond to.

CC758821182	Revenues	Unhappy that errors to their Council Tax account has lead to significant overpayments and unnecessary enforcement action taken against them.	One	CTC needs to be removed manually when cases moved to UC
CC765347712	Revenues	Whilst my 25/26 Council tax bill is paid up to date I have some historic arrears . I was unaware of these as the CT bill was paid by my husband. They came to my attention in December 2024 following enforcement action. I am in an IVA through Creditfix and they approached you in January 25 to request the outstanding arrears are placed within my existing IVA. They have chased numerous times and the only reponses being you will get in contact in due course.	One	I have been advised that the Council has written to Creditfix to confirm your IVA and is waiting for a response. A faster decision can be made if you are able to send your Creditfix documents to AppealsandComplaintsteam@threerivers.gov.uk and I can pass them to our Recovery Team.

3.3 Q3 Partly Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC758608782	Benefits	Dispute of overpayment and no response after sending correspondence.	One	To assist in responding to complex letters
CC760412364	Watersmeet	Concerns at Watersmeet fire evacuation process after an incident happened in February 2025.	One	Review and implementation of procedures.

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	46	97.9
Stage One Late response (after Day 10)	0	0
Stage One Currently Open (still in time timeframe)	1	2.1
Total number of Complaints	47	100

Stage Two Complaints	Number	%
----------------------	--------	---

Stage Two Responded to in Day 1-10	9	69.2
Stage Two Late response (after Day 10)	2	15.4
Stage Two Currently Open (still in time timeframe)	2	15.4
Total number of Complaints	13	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
FS-Case-762994753	Benefits	Two	21	6	Yes	2	Officer on A/L
FS-Case-758725572	Environmental Protection	Two	27	12	Yes	13	Originally asked for further information but no other notice given.

5 Current Outstanding Complaints

5.1 There are 1 Stage Two complaints logged which are still open sorted by Quarter Raised then by Service.

Reference	Service	Complaint Summary	Quarter Raised	Current Status
FS-Case-697735852	Environmental Health	DFG works being disputed.	2024/25 Q4	Complainant has requested that further representation is submitted which has been agreed by the strategic Housing Manager. Complaint regarding old DFG. Complainant is liaising with council through niece. Strategic Housing Manager has contacted niece 15 th Dec asking for an urgent update. Complainant claims to have evidence that we can't respond to her claims without representation. Final contact will be made and given a 4 week deadline to supply representation or complaint will be closed until representation can be supplied.

6 Customer Compliments Q3 Results

6.1 TRDC reported 46 compliments logged on Granicus.

Reference	Service	Compliment Details
CC765559098	Benefits	Around 12 today (14/11/2025) I came by the visitors centre, I was speaking with the benefits teams and the two people on the front desk, (they should remember me as I have breathing issues and sometimes take time to catch my breath) All three members of staff were extremely helpful and I'm very thankful for their time. Unfortunately, I am unable to remember their names
CC754135613	Customer Services	XXXXXX called re her council tax and wanted to say what an amazing job we do in customer services. She said she feels calling us a call centre on the opening message is underselling our service and the message talks about being kind but doesn't really sound appreciative of what we do! Says in a world where call centres are usually just that and based elsewhere, we should highlight the excellent service we provide to the residents from a PR point of view.
CC756099583	Customer Services	Mrs M had issue with getting recycling bin replaced & wanted to express gratitude to Lisa D for getting it sorted.
CC756705559	Customer Services	My wife and I attended a dance programme at Watersmeet Theatre on the evening of Sunday 15th. When we returned home my wife realised she had lost her wedding ring during the course of the evening. I tried to call the Theatre on several numbers first thing Monday morning - no replies. In desperation I called you customer service line. The service honestly couldn't have been more helpful. It was fully understood that obviously the ring is of great sentimental value. Whether we are lucky enough to find the ring or not, I just wanted it to be known that your handling of customers has been exemplary. A credit to your organisation
CC757657901	Customer Services	I just had a lovely long conversation with one of your colleagues, Harleigh. I'm moving to the area, and she just set me up with an account for my council tax bill. Harleigh was brilliant, she advised me to go online to complete my move form but it was not working so she took the time to do it over the phone and explained how to set up my account online.
CC758441004	Customer Services	Resident called in to follow up on a missed bin, which has not been re-collected. He said that when he has called in we have all been really helpful, he thanked me for getting the situation sorted and said 'I bet you all get a lot of agro that you don't deserve, so thank you'.
CC760647938	Customer Services	Miss XXXXX said she called to discuss her Council Tax and spoke to Kathryn and said even though she wasn't able to deal with the enquiry, Kathryn was really lovely and helpful
CC761634332	Customer Services	Cust called to say Thank you to Alyson for being so helpful on Wednesday with a missed bin . Thanks for arranging the return and also received a call and discussed with Environment Protection to improve collections in the future.

CC762501781	Customer Services	Customer mentioned during a job for elections that she's always had such a pleasant experience with everyone is CSC and said she would bring in a box of biscuits at Christmas for us as we're all so lovely!
CC765299740	Customer Services	Customer said how grateful she was for the way Three Rivers has looked after her (customer has now moved out of area)
CC766134399	Customer Services	From a resident new to TRDC who is 79 and struggles with online. I helped him complete SPD app and DD. You've been a great help you put my mind out of some misery and this is good because I hate going online and sometimes when you call you have to press a lot before speaking to a human. You have been a great help and I am grateful.
CC767179589	Customer Services	You have made my day for me Lisa so thank you. Been out of country for 40 years, everything is so strange, I do not use a computer and at my age at 90 it doesn't seem necessary anymore. You have made things absolutely fantastic because I worried about the council tax the most. Thank you. Assisted with Direct debit over the phone and assured that single person discount has been applied to the account. Explained payments.
CC767202315	Customer Services	Good morning I had a very professional and helpful telephone call today about the council tax due on this property that is currently up for sale I paid 1200.00. Today the number reference XXXXX from my Lloyd's card on the payment line I called TRDC to advise that the council tax due up to the 31st March is paid and up to date until 31st March I was advised that I would receive any refund when the property is sold in 2026 Regards XXXXX
CC768117308	Customer Services	Working with Chris on VC, he kindly helped an elderly resident who was waiting for a taxi. She wanted to be seen by the driver but couldn't stand outside so Chris took a chair to area between the doors for the resident to sit and wait. She was very grateful and this was also noted by Jo Wagstaffe who came and told Chris that was a nice thing you did.
CC768394018	Customer Services	Customer very happy with service provided by Harleigh and requested for positive feedback to be given. She explained it's always important to recognise those that give good customer service and will a happy and positive attitude.
CC768409717	Customer Services	Assisted with replacement bin over the phone because resident was having trouble verifying her account online. What a lovely friendly voice, I was in customer service and when you answered the phone that was just spot on, it makes such a difference. We were taught to answer the phone with a smile, as it comes through and that was spot on.
CC769128994	Customer Services	"You're much friendlier than Watford"
CC769939177	Customer Services	Dear Three Rivers Team, I would like to thank you for your prompt attention on this matter - we

		<p>had two gentlemen from the Highways Team here this morning and they did a great job in clearing the vast majority of the leaves in the footpaths and gutters. Please pass on our thanks to them.</p> <p>Unfortunately the response from Hertfordshire County Council has not been so successful as they have stated that it may take up to 12 months to deal with the blocked drain which I reported on their portal. I think they may have misunderstood the problem as, in my view, this is a matter of blocked road gullies (due to the leaves).</p> <p>I would be grateful if Three Rivers DC could reach out to the County to follow up with this.</p> <p>Finally, it should be noted that the Highways Team could not clear all the leaves due to the presence of parked cars. Also one of the blocked gullies appears to be below a parked car.</p> <p>Many thanks again for your support</p> <p>XXXXX</p>
CC770991253	Customer Services	<p>To whom it may concern,</p> <p>I just wanted to praise and thank everyone who I have dealt with on the customer helpline. You are all so helpful, knowledgeable, and positive. It means a lot to me and to residents I speak to. Please keep up the great work.</p> <p>Also, thanks to Lucy. You are brilliant at getting back to me and very helpful and knowledgeable too.</p> <p>Kind Regards,</p> <p>XXXXX</p>
CC772616438	Customer Services	<p>A revenues Officer (Samantha XXXXX) told me that when she receives a call from csc, she always knows that they've already tried to help the customer & gone as far as they can. She was really impressed with the knowledge & professionalism from TRDC CSC.</p>
CC765350331	Development Management	<p>Dear Ms Rowley,</p> <p>I am writing to express my sincere appreciation for the exemplary support provided by Planning Officer Lilly XXXXX in relation to two recent planning applications submitted to Three Rivers District Council.</p> <p>Throughout the process, Lilly demonstrated exceptional professionalism, responsiveness, and clarity. Her guidance was instrumental in navigating the complexities of both submissions, and I have no doubt that they would not have progressed as smoothly without her involvement. She consistently provided timely, thoughtful advice and maintained a collaborative approach that made a genuine difference to the outcome.</p> <p>Lilly is a credit to your department and an asset to Three Rivers District Council. Her dedication and expertise reflect the high standards of public service that make a meaningful impact on applicants and consultants</p>

		<p>alike.</p> <p>Please do pass on my thanks to Lilly and my commendation to your wider team.</p> <p>Kind regards,</p> <p>XXXXX</p>
CC769907347	Development Management	<p>Hi Matt</p> <p>I mentioned this briefly to Kim last night after the meeting but wanted to pass onto you also.</p> <p>After the committee meeting last night Scott received some really lovely praise from XXXXX (resident of XXXXX). She came up to the front after the meeting had finished and said she had wanted to introduce herself to Scott as they had been in lots of email contact. She said that she appreciated that he was in a difficult position and was only doing his job. She said that they had found it very interesting listening to Scott's responses to committee and that they had 'learned' things from them. She also made a specific point of thanking Scott for his email correspondence – she said his emails were always very clear and she also made a point of commenting on the passionate tone of the emails.</p> <p>Well done Scott!</p> <p>Claire</p> <p>XXXXXX Development Management Team Leader</p>
CC769936538	Development Management	<p>Hi Claire</p> <p>Just a quick note to say thank you for all your hard work on our application at Abbots Langley - it has been very much appreciated. To go from validation to local resolution in 5 months is really impressive and we're all delighted with the result!</p> <p>Kind Regards</p> <p>XXXXX</p>
CC769937821	Development Management	<p>Hi Claire,</p> <p>Hope I catch you before the weekend, but wanted to say thank you for your hard work getting our Abbots Langley proposals to committee last night. We thought your answers to questions raised were spot on, clear, detailed, accurate and pitched perfectly - clearly the Councillors welcomed and took on board your helpful comments.</p> <p>Often, applicants (and I am sure developers in particular) are quick to push and criticise, but I suspect not quick enough to praise and thank when a good job has been done. So thank you from me, and TW North Thames for your professionalism here.</p>

		<p>Many thanks again,</p> <p>XXXXX</p>
CC774731946	Development Management	<p>Hi Suzanne,</p> <p>Hope you're well.</p> <p>Can I say how refreshing it is to work with a council that allow small tweaks under pd applications without the need to re-submit.</p> <p>Bucks are in a mess and I personally think it's because they don't discuss enough with the applicants, in fact they seem to not want to discuss applications at all.</p> <p>Thanks to you and your team.</p> <p>Kind Regards</p> <p>XXXXX</p>
CC755834720	Environmental Protection	<p>Customer called in stating she recently had bulky waste and wanted to give praise to the crew as they did an amazing job clearing things away and helping with her garden.</p>
CC755840834	Environmental Protection	<p>Mrs XXXXX is away and her neighbour put one of her bins but not the food pod. Mrs XXXXX saw, on her ring doorbell, the crew member go down the drive to collect the food bin. She would like to say thank you and this was very kind of them to do this.</p>
CC757989219	Environmental Protection	<p>Mrs XXXXX called to say a huge thank you to the Recycling Crew. She has been really poorly and was unable to put her bin out, thinking she'd leave it until next week, but some kind member of the crew walked up the drive and took it to empty it. She was still coughing but made a big effort to call as she's very grateful and wanted to say thank you.</p>
CC762194581	Environmental Protection	<p>Compliment to the bin collectors today. There is confusion as instead of a larger bin, we have 2 smaller bins and though reluctant to empty, the bin collector still took mine and suggested I contact the council. Thanks loads for today gents. You're well appreciated</p>
CC763184426	Environmental Protection	<p>Call from resident who wanted to compliment our refuse crew. The resident has history of Domestic Abuse, she fled in the night with daughter. She woke up late today and the crew took the bins and put them back all nicely which she said helped her so much, It really made her day. She said it was amazing, and she wanted to speak to a Manager to say how thankful she was. She said she has so much going on and this has literally made her day. She could not praise the crew enough.</p>
CC763494439	Environmental Protection	<p>XXXXX said the guys are phenomenal, they are so helpful. They do a fantastic job, so quick and helpful.</p>

CC764317010	Environmental Protection	<p>Hi there,</p> <p>Just to say that I went to Furtherfield with my dog today, and I was so pleased to see that both bins have been emptied.</p> <p>Please pass on my thanks</p> <p>XXXXX</p>
CC765252157	Environmental Protection	<p>Called to say thank you to the whole team (CSC and EP) and mentioned Kathryn from her call on the 10/11/2025. Very pleased with the speed at which the missed bin was collected and has extended her thanks to the EP team that collected and asked could we please try and keep collecting her bins as she is on an assisted collection. She stated every time she call, everyone she speaks with is very helpful and friendly.</p>
CC766096656	Environmental Protection	<p>Good morning Jason,</p> <p>Thank you very much for arranging this. The pavement has been cleared and is now much safer to walk on.</p> <p>Wishing you a lovely weekend, XXXXX</p>
CC767379977	Environmental Protection	<p>Re-cycle crew are excellent, thank you for putting my bins back so carefully every week.</p>
CC770338448	Environmental Protection	<p>Customer called to say that the team had done a wonderful job clearing the leaves outside her & her neighbours properties including the steps, and that she is delighted. She called to request removal of leaves on Friday and was very happy when the team arrived this morning. She reports that it has made a huge difference to her and appreciates the kindness.</p>
CC771883275	Environmental Protection	<p>I would be grateful if you could pass on my thanks to the Refuse team working in Kindersley Way this morning.</p> <p>My husband slipped on the icy surface walking up the hill and hurt himself and could not get up off the floor. The driver came down and knocked on our door to let me know what had happened and that they had called an ambulance. By the time I had myself sorted to go out to find my husband the team were helping him to get home. All of the team were kind to him and looked after him and we are grateful. My husband was a bit shocked at the fall but is doing ok.</p> <p>Please pass on our thanks and please make the team manager aware of the team's kindness.</p> <p>Best wishes XXXXX</p>
CC772124131	Environmental Protection	<p>Customer called yesterday as her recycle bin had been contaminated , she requested it be emptied and this was done . she would like to thank the waste team for their quick response and understanding</p>

CC773060708	Environmental Protection	Mrs. XXXXX loves the boys to pieces, she said they are amazing. They are polite and considerate and friendly.
CC776720590	Environmental Protection	<p>WOW, absolutely brilliant.</p> <p>Hopefully, they will stay like this for some time to come.</p> <p>Very much appreciate you organizing the work and keeping me updated.</p> <p>I have attached a copy of our newsletter where I mention the work done by TRDC. This will be going out to all our members later today.</p> <p>Have a great new year.</p> <p>XXXXX</p>
CC758882411	Housing	Good morning Marie I hope you are well. Thank you for all your support for the last two years. It really means a lot. Thank you for being understanding and caring when I call up you always answer even if you're busy you will get back to me.... It really means a lot and I hope to stay in contact with you xxxx
CC759443152	Housing	Brilliant, also good news with school as XXXXX should be joining woodhall primary school after half term ! thankyou for your support via bus tickets they have come in handy so far this week!
CC759444944	Housing	Hi Caroline great news I've signed for my flat at XXXXX. Moving in date is the 20th of October. I just want to thank you so much for all your help and support. Regards XXXXX
CC759447098	Housing	<p>Hi Marie</p> <p>Just wanted to let you know we signed for the house yesterday.</p> <p>It's been an incredibly long road but thankful we're now here. This will make a huge difference to our family.</p> <p>Thank you for all your help and patience it's been much appreciated ??</p> <p>All the best XXXXX</p>
CC762892039	Housing	<p>Hi Caroline,</p> <p>Thank you for your email. Yes, we have moved home earlier this week and I would like to take this opportunity to thank you for your kind support for the past few weeks. We appreciate your help and it means a lot to us.</p> <p>Best wishes XXXXX</p>
CC764166198	Housing	<p>Hi Amy,</p> <p>A verbal compliment about LD –</p>

		<p>Current applicant XXXXX commented that she was very happy with the TA provided. Her children loved going downstairs to the family room each week, look forward to Tuesday and Wednesday and the different activities that are arranged. XXXXX has also commented that she has joined in too which has helped her mental health especially during a stressful time, she did say she shouldn't listen to hearsay. Thanked XXXXX for nice comments & said I would bring to team meeting .</p> <p>Caroline</p>
CC770994638	Housing	<p>Thankyou again! Really appreciate all your help. XXXXX</p>
CC771885766	Housing	<p>Good afternoon, Great thank you so much for all your help, i really do appreciate it. I hope you have a lovely Christmas! Thank you, take care! Kind regards, XXXXX</p>
CC772469757	Housing	<p>Please see attached positive feedback following a housing presentation with the mental health team. Appreciate time taken to come to our office and explain homelessness.</p>
CC772842083	Housing	<p>Dear Phil,</p> <p>Please extend my gratitude to the Housing Solutions Manager for this incredibly helpful response.</p> <p>Kind regards, XXXXX</p>
CC775300688	Housing	<p>Thank you for arranging this second booking. After I explained about last night the Travel lodge happily allocated two rooms next to each other to ensure the girls (one is an adult) felt safe this evening being next door to me.</p>
CC775301969	Housing	<p>Hi,</p> <p>Please can this verbal compliment be logged for housing? "She thanked Marie for her support with her housing application and said that she was very grateful for her always being supportive and patient, and reassuring."</p>
CC775302900	Housing	<p>Hello,</p> <p>Please can this verbal compliment be logged for housing?</p> <p>Thanks, Amy</p> <p>"CB called in and thanked me (Marie) for the new banding awarded by medical. She wanted to say thank you for the patience and understanding and always responding to her queries in a timely way."</p>

CC776722537	Housing	Morning, as today is my last day of work until the new year, I just wanted to say Merry Christmas to you and all the team and Thank you for all you have done for me. Enjoy
CC758885111	Strategy & Partnerships	Dear Michelle, I just wanted to extend my sincere thanks for your time and care in reviewing my safeguarding concerns. Your willingness to listen and take my experience seriously has meant a great deal—not just to me personally, but to others who’ve felt unseen in similar circumstances. It’s rare to feel genuinely heard in these processes, and your approach brought a sense of dignity back into what has been an incredibly difficult chapter. For a long time, I felt like I was going crazy—feeling unsafe in my own home, knowing that the worst thing I could do was keep going round asking neighbours to lower the noise. The incident with the parking, and the constant sleep disruption from the noise at night, left me in a mess. Your decency, humanity, and professionalism have helped me feel that I might actually be able to move home to my own house. For that, I am entirely grateful—and I just want to say thank you. Warm regards, XXXXX
CC753863416	Watersmeet	Ben coming to Watersmeet for several years now. The venue is well looked after, the auditorium is lovely and elegant and comfortable seating. The sound and stage are also great. The staff are all very friendly, warm and lovely individuals.
CC756996051	Watersmeet	Hi Alyson and Adele This is just a quick thank you to let you know how much we all enjoyed performing for you again. We love playing at Watersmeet and your team couldn't have looked after us any better or made us feel more welcome. Everyone was very friendly and professional, so please thank them all from us. We were delighted by the audiences' standing ovation and kind comments and photos they posted on our Facebook page : XXXXX Thanks again for having us back and I look forward to speaking with you soon! With all best wishes – XXXXX
CC764321515	Watersmeet	Just want to say how fabulous my visit was this evening to see last days of disco, really enjoyed it and discovered for the first time what a great venue Watersmeet theatre is, great seats, lots of room Will be back Thank you
CC766946549	Watersmeet	Dear Wendy, I just wanted to say a big thank you to you and your team for the wonderful hospitality. Everyone was so welcoming and helpful. Please could you pass on my thanks to them. I owe the rigging team, as it was a big job for them on Saturday, along with several other payments. Thank you again for all your help.

		Best wishes, XXXXX
CC773768673	Watersmeet	My family - ages 5 to 80 - came to see Beauty And The Beast on Sunday afternoon. It was brilliant!! Great sets, great singing, great cast - especially the 'dame' as usual! - and great costumes. Great fun all round!
CC779085054	Watersmeet	Huge congratulations to the Pantomime crew from front of house to all staff ... we 'elderly' members of the public really enjoyed the matinée performance on Boxing Day. Thank you all especially the comedy from Steve and Bunny.

7 Vexatious and Unreasonably Persistent Complaints Policy

7.1 There were no new customers added on the vexatious and unreasonably persistent complainant list within this period.

8 CMT Recommendation

8.1 For CMT to note the report and learning outcomes.

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

APPENDICES / ATTACHMENTS

Appendix 1 – Full list of Complaints in Q3

Appendix 2 – Full list of Compliments in Q3

Appendix 3 - Full list of customers included on the Vexatious and Unreasonably Persistent list

