

**CORPORATE
COMPLIMENTS &
COMPLAINTS
REPORT 2025-26 Q4
08/04/26**

REPORT TO CORPORATE MANAGEMENT TEAM – 28 April 2026

CORPORATE COMPLIMENTS & COMPLAINTS – 2025-26 Q4

1 Summary

- 1.1 This report provides a summary of the corporate compliments and complaints in Q4 which runs from 1 January 2026 to 31 March 2026.
- 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 49 Stage One complaints logged in Q4.
- 2.2 There were 18 Stage Two complaints logged in Q4.
- 2.3 5 of the 18 Stage Two complaints in Q4 were escalated from previous quarter Stage One complaints. (CC773763237, CC776735889, CC785441382, CC779648708 & CC765347712)
- 2.4 4 of the 18 Stage Two complaints received was escalated to a Stage Two without a Stage One response (CC791189526, CC797019666, CC794206531, & CC797019666)
- 2.5 1 of the 18 Stage Two complaints received had Upheld Stage One Decisions (FS-Case-785235801)

Number of Stage One complaints logged in Q4	Upheld	Part-Upheld	Not Upheld	Request for Service	Case still open	Referred to Stage Two
49	12	10	27	0	0	14
	24.5%	20.4%	55.1%	0%	0%	28.6%

Number of Stage Two complaints progressed in Q4	Upheld	Part-Upheld	Not Upheld	Not TRDC Responsibility	Case still open
17 (5 escalated from Stage One complaints logged in previous quarters, 3 was a direct to stage two)	1	4	12	0	0
	5.9%	23.5%	70.6%	0%	0%

2.6 LGSCO Referred Complaints in Q4:

2.6.1 There were 6 LGSCO complaints referred to TRDC in Q4.

2.6.2 2 LGSCO complaints carried over from previous quarters.

LGSCO Referred Complaints	Upheld	Closed after initial enquiries	Currently Open	Not Investigating
8 (6 new, 2 carried over from previous quarter)	1	0	4	3
	12.5	0%	50%	37.5%

2.6.3 LGSCO referred complaints and outcomes.

Reference	Department	Status	Current Action
25006191	Housing	FS-Case-715911791	Upheld 26.03.2026.
25008832	Housing	No complaint made	Not investigating
25015756	Housing	No complaint made	Not investigating
25010102	Leisure and Landscapes	FS-Case-742385449	Received on 9 th March 2026 – currently open
24012341	Revenues	FS-Case-677589905	Received on 28 th April 2025 – currently open
24021546	Revenues	FS-Case-677589905	Received on 28 th April 2025 – currently open
25020672	Revenues	FS-Case-763364527	Received on 25 th March 2026 – currently open
25014056	Strategy and Partnerships	FS-Case-752864828	Not investigating

2.7 There were 2 Stage Two complaints which were closed in Q4 which were open in the previous quarters.

Reference	Service	Date Closed	Outcome	Information on steps taken
FS-Case-697735852	Environmental Health	02/03/2026	Withdrawn	Complaint withdrawn at customer's request. Will reopen when health permits.
FS-Case-778374965	Housing	06/02/2026	Partly Upheld	Apology issued for the mistake that was made. The council take responsibility for this error and due to this I have partially upheld your complaint. The Housing Solutions Manager has accepted responsibility for this error and has been reminded of their responsibility to ensure that records are reviewed accurately.

3 Customer Complaints Q4 Actions & Learning

3.1 Q4 Upheld Stage One complaints that have been escalated to Stage Two:

Reference	Service	Complaint Summary	Action/Learning	Stage Two Reference
None	None	None	None	None

3.2 Remaining Q4 Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC818324732	Benefits	Waiting a response to my email sent. This follows on from a 10 week wait for an application to DHP.	Stage One	One email sent directly to Head of Service, Council Tax billing period was very busy, Staff members using remaining annual leave. Also several system shutdowns for Council Tax billing process.
CC786252669	Customer Services	Multiple complaints within different departments of the council. Partnerships and TRDC equality policy, Facilities access within the disabled toilets at TRH, and Revenues policy regarding parents' account.	Stage One	Facilities Department were notified, and the sanitary bin and waste bins have since been relocated. This has ensured the toilets are now fully accessible, allowing wheelchair users to park alongside the toilet and manoeuvre safely on and off the seat.

CC807324145	Customer Services	Unhappy with customer service advisor's attitude.	Stage One	The call was reviewed by the team manager and staff member and they were reminded of the expected standards of customer service. The Customer Service management team continue to monitor calls and feedback to staff in ongoing staff reviews.
CC805418288	Environmental Health	Unhappy with department's service regarding noise complaint made.	Stage One	Officers to be spoken with regarding their responsibility to deliver the level of customer service that our customers expect. Investigation remains open following response and officer to investigate and meet with customer to set out full expectations of what the council require to progress.
CC786812199	Environmental Protection	Still awaiting for a replacement to our broken food pod.	Stage One	Crew marked delivery of bin as completed in error. Subsequent requests were also interpreted as delivery completed. In future clarification should be requested from resident.
CC792092237	Environmental Protection	Missed food waste collection and the ongoing failure to empty our green refuse bin properly.	Stage One	Management instruction to the crew involved to cease this practice immediately. Any failure to comply may result in formal action being taken in accordance with the council's disciplinary procedures.
CC797015543	Environmental Protection	Complaint regarding the format and presentation of the recent Garden Waste Direct Debit letter sent.	Stage One	Prior to renewal next year, garden waste renewal letter to be revised and reformatted in clearer font for reading / accessibility for all customers.
CC800425908	Environmental Protection	Complaint about the sustained failure of our food waste collection service and the inadequate response from your support staff.	Stage One	Delivery of replacement food pod was delayed due to unforeseen staff shortages and an increase in requests from residents. While planning for these issues is already in place on occasions there can be

				circumstances beyond our control.
CC801365877	Environmental Protection	Garden Waste are unwilling to refund complainant as they had not informed them previously of their error.	Stage One	Garden waste service now has a different financial system in place to automate payments going forward, with full details of payments, bank account etc shown on correspondence.
CC809312509	Environmental Protection	Concern regarding vehicles leaving the site before the agreed time of 05:30am.	Stage One	A management instruction has been issued to the crew involved, directing them to stop this practice immediately. The Assistant Services Manager has confirmed that this instruction has since been followed. Waste supervisors will continue to monitor the situation going forward.
CC788189694	Revenues	Council Tax Handling and Summons issued regarding the ongoing mishandling of my council tax account.	Stage One	Findings referred to management team to consider if further training is required. Delay in responses (last year) was due to the generic training program that was in place that all management were aware of.
CC807367909	Revenues	Unhappy father has been overcharged due to your incorrect removal of his single person discount.	Stage One	Remind 3rd party contractor to apportion increased council tax over remaining months. Management team are looking to overhaul the whole Single Person Discount Review process.
FS-Case-813758443	Revenues	Unhappy not received bills and VO explanation.	Stage Two	Update banding procedures and wording on estimate band letters.

3.3 Q4 Partly Upheld complaints:

Reference	Service	Complaint Summary	Stage	Action/Learning
CC792202563	Benefits	Continued pursuit of an alleged debt, which I am being chased for approximately six years after it is said to have arisen.	Stage One	New systems are coming across all areas of the service to better monitor customer accounts and pick up non-payments quicker.

CC782770047	Environmental Health	The handling of Building Control oversight on the extension works at my property, and the failure to respond to correspondence dated 18 December 2025.	Stage One	Discussion with BCC Adaptations about their responsibility to ensure they respond to all email correspondence when conducting enquiries and managing DFG works on behalf of the council.
CC793853503	Environmental Health	Unhappy length of time taken by EH regarding tree blocking sunlight.	Stage One	Officer involved spoken with to ensure they understand the importance of regular contact with a customer.
FS-Case-800996971	Environmental Health	The handling of Building Control oversight on the extension works at my property, and the failure to respond to correspondence dated 18 December 2025.	Stage Two	Discussion with BCC Adaptations about their responsibility to ensure they respond to all email correspondence when conducting enquiries and managing DFG works on behalf of the council.
FS-Case-806358485	Environmental Health	Unhappy that action seems to be taking longer than necessary.	Stage Two	Regards to the lack of customer service provided and with respect to the potentially misleading text on the council's website, I can confirm that I will instruct Officers to refund you half of the fee you paid for this investigation (£251.00)
FS-Case-785246247	Environmental Protection	Missed recycling assisted collection for several weeks.	Stage Two	Crew including temporary staff reminded that they are required to report any access issues to bin areas at the earliest opportunity. This will ensure residents are advised and contacted to resolve any access issues.
CC785441382	Environmental Protection	Refuse bin has been missed for collection approximately 10 times.	Stage One	Improved communication / training needed to stop this happening in future.
CC799475519	Environmental Protection	Jet washer at EP Depot causing noise nuisance.	Stage One	The machine in question has been stripped down, serviced and all worn parts replaced. The sound difference upon

				completion cannot be measured, however the reduction in noise is significant. Repeat servicing has been scheduled every six months.
CC801266209	Environmental Protection	Unhappy with lack of basic street maintenance and tree management at Bridger Close.	Stage One	Maintenance of trees falls to landowner - Watford Community Trust and resident has been advised to contact them. Street cleansing staff have been reminded to always be polite and courteous to residents.
CC801357526	Environmental Protection	Unable to receive a larger refuse bin and having to buy nappy sacks.	Stage One	A specific question from resident was not answered in full in previous correspondence. Future correspondence to be checked to ensure all questions are answered in full.
CC809635583	Environmental Protection	Rickmansworth Aquadrome car park was closed earlier than the advertised closing time today, so my car was stuck inside. Also no out of hours contact number to call.	Stage One	Grounds Manager has advised that the gate should be locked a few minutes after 6.00pm. This will help ensure that vehicles already travelling along the access track have adequate time to leave the site.
CC782735397	Strategy & Partnerships	Letter setting out a Stage One Complaint regarding four FOI requests submitted to the council in 2025.	Stage One	We have reviewed and updated our internal procedures to ensure a more robust and reliable process for our customers going forward, to ensure all requests are logged and recorded
FS-Case-799952277	Strategy & Partnerships	Disputes the council's findings regarding 'FO1', 'F02' and 'FO3'.	Stage Two	Processes have been reviewed to prevent this error from reoccurring and officers have reviewed and updated our internal procedures to ensure a more robust and reliable process for our customers going forward.

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	42	85.7%
Stage One Late response (after Day 10)	7	14.3%
Stage One Currently Open (still in time timeframe)	0	0%
Total number of Complaints	49	100%

Stage Two Complaints	Number	%
Stage Two Responded to in Day 1-15	10	58.8%
Stage Two Late response (after Day 15)	7	41.2%
Stage Two Currently Open (still in time timeframe)	0	0%
Total number of Complaints	17	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
CC792202563	Benefits	One	16	6	Yes	9	Further time required.
CC798094969	Committee	One	11	1	No	n/a	Further time required.
CC786252669	Customer Services	One	18	8	No	n/a	Complaint taken via Teams meeting so will make sure complaint is logged on Granicus so time can be managed. Annual leave and waiting for responses from other departments. CSC helping collate and provide response.
CC794206531	Election	Two	23	8	Yes	8	Advised on day 8 would be escalated to Stage Two then further time required due to annual leave.
CC782770047	Environmental Health	One	13	3	Yes	7	Complexity of issue more time required.
FS-Case-806358485	Environmental Health	Two	18	3	Yes	14	TRDC officer annual leave.

FS-Case-787951853	Environmental Protection	Two	39	24	Yes	15	TRDC Officer workload issues.
CC799475519	Environmental Protection	One	12	2	Yes	9	Further time required.
FS-Case-794486558	Environmental Protection	Two	27	12	Yes	19	TRDC Officer workload issues.
FS-Case-784120526	Environmental Protection	Two	53	38	Yes	17	TRDC Officer workload issues.
CC788189694	Revenues	One	13	3	Yes	8	Further time required.
CC807367909	Revenues	One	13	3	Yes	9	Awaiting additional information from LA 3rd party.
FS-Case-813758443	Revenues	Two	18	3	Yes	10	Further time required.
FS-Case-799952277	Strategy and Partnerships	Two	20	5	Yes	13	TRDC officer annual leave.

5 Current Outstanding Complaints

5.1 There are 0 complaints logged which are still open sorted by order of service.

6 Customer Compliments Q4 Results

6.1 TRDC reported 56 compliments logged on Granicus.

Reference	Service	Compliment Details
CC785311510	Customer Services	For Harleigh, - It's lovely having a pleasant staff member dealing with query even if unable to help at that point (waiting for bin replacement, booking missed collection, etc) it's all made easier when the staff is lovely and kind.
CC786263690	Customer Services	Customer called back to say her missing bin had been found. She complimented Thaira's kindness and said CSC overall gave excellent customer service.
CC789259268	Customer Services	Mr X called back especially to say 'thank you' to Courtnee to assisting him in logging into his housing application, he has managed to log on and was grateful for the assistance.
CC794799092	Customer Services	I would like to mention how extremely helpful Courtnee was today over the telephone. thank you.
CC797696936	Customer Services	Mr X in Visitor Centre with a homeless application. He wanted to say thank you to Nicola, Karen, Rory, and Julie for help with the form etc. and has left a box of chocolates.
CC804385581	Customer Services	Customer spoke to Catherine about a missed collection, she called back today to say the rubbish was picked up really quickly and she would like to thank Catherine for great customer service and helping to sort this out.
CC807363898	Customer Services	Thank you to the helpful Customer Service staff - Finley, Pauline and Thaira - who assisted me with my original complaint.

CC815693432	Customer Services	Mr X requested a call back about his garage account, when I spoke to him he said the new starter answering the phone (Mel) was very good at her job and he would like me to pass the compliment on.
CC818321061	Customer Services	Mr X submitted a compliment on behalf of the charge payer, Mr X regarding Shaj, saying that 'Shaj was extremely polite and helpful'
CC820446189	Customer Services	Customer would like to thank everyone he has dealt with on the phone and in the Visitor Centre in regard to his housing situation, He says we have really helped turn his life around.
CC787918225	Development Management	Three Rivers are a pleasure to work with because on how efficient and profession the planning dept are. The delays experienced with other LA is shocking and that is after the increase in fees. Fortunately, most of our clients are in Three Rivers and we sing your praises during the survey.
CC790832460	Development Management	Good afternoon, Matthew. Thank you for your update. I would like to take this opportunity to thank you and your colleagues for all your help with this matter. It has been very much appreciated.
CC792206149	Development Management	<p>The purpose of this email is to express my gratitude to Three Rivers District Council which in my view are an extremely good local authority and I have only had very good interactions on the planning side regarding planning application as well as the land to the rear of various properties in road that I own.</p> <p>I have never fed back into a planning authority over those 40 years about an individual Town Planning Officer but Tom has been exceptional. His level of professionalism and knowledge was great and the service has been exceptional in my view. I have clearly fed back direct to him but thought it would be nice to share this with you as I do believe he should be rightly rewarded. As I say this is quite unusual for me to provide such feedback but just feel it is deserved.</p> <p>Best wishes and thank you all for serving the Rickmansworth community and professionals that you interact with.</p>
CC793851542	Development Management	Hi Clara, If there is anywhere, I can leave review/feedback for your professional approach, I'd be happy to do so.
CC807035019	Development Management	Hi Matthew Thank you for last night. I really appreciated your clear presentation / guidance to your Members.
CC807036139	Development Management	Thanks both. Suzanne, just to reiterate both Mr X and Mr X's comments, it's been great working with you and to get this over the line - we're looking forward to getting this delivered!
CC818864904	Development Management	Hi Matthew Thank you to you and the Chair tonight, you both really put up a strong fight.
CC795667999	Environmental Health	Ms X was in the Visitor Centre after her meeting with CAB and she would like to compliment Dawn, Dawn have always listened to her & help where she can, she would like this to be passed back to the department.

CC786236737	Environmental Protection	Can I just say what very nice and thoughtful people represented your company today when I walked in with my letter. I thought they deserved a mention as normally people only say things when it's a bad experience
CC787800468	Environmental Protection	Ms X would like to say thank you to the bin crew who returned to empty her bin. It was missed on Friday and she is very happy they returned today. Ms X is very grateful she has this council
CC787896308	Environmental Protection	Mr X wanted to pass on his compliments that despite the bad weather there has not been any disruption to the level of service (& that the operatives do their job well.)
CC794744668	Environmental Protection	Mr X phoned on Monday regarding an issue with waste vehicle driving over verges. He spoke with Bill in waste disposal team and was very happy that the estates people came out to sort it out and wanted to pass his on his thanks for a brilliant job to everyone.
CC796593274	Environmental Protection	John the street sweeper - Very efficient and friendly, does a very good job.
CC797280388	Environmental Protection	Thank you card to Alison for helping to arrange a friend's funeral, You have been a great comfort to me.
CC797567256	Environmental Protection	Can you please send Gary a very big thanks for his quickness in visiting me and getting me the smaller size with recycling and general waste all in half day. Please let him know I am very grateful for his kindness.
CC804387864	Environmental Protection	Customer would like to thank the crew for the speedy return to empty overflowing missed bins
CC806695252	Environmental Protection	Mrs X called to advise that the crews, especially the recycling crew have been very helpful and provided a great service. She is elderly and has a disabled husband and would find the bins a difficulty without such a great service. Special recognition to Daniel and his crew. She would also like it noted that the council in general is well run.
CC807034067	Environmental Protection	Thank you for clearing up the Fly tipping from the top of North Hill just off the Chenies Rd I noticed this huge pile of rubbish one day and two days later it was gone Well done and Thanks
CC807361651	Environmental Protection	Dear Mandy. I am most grateful for your thorough investigation of my original complaint and arranging a refund of £735 and for your extremely prompt reply.
CC813985947	Environmental Protection	Last week her street was blocked off by roadworks. The collection crew moved the bins despite the problem. She was surprised they did this and so efficiently
CC814434019	Environmental Protection	I just wanted to write to say a massive thank-you again to Orlando, who works in the Parks Maintenance team at Three Rivers. I'm so grateful for Orlando's honesty, such a lovely man especially as it was such a stressful time for me.
CC815170697	Environmental Protection	I would like to compliment the Gentleman who delivered our new food pod. He was a true gentleman and very friendly and helpful.

CC817261049	Environmental Protection	Dear James, Likewise it was great to work with you - this was only made possible by the high quality of your investigation. I hope to work with you again - and keep up the good fight, it does make a difference.
CC817780724	Environmental Protection	Street sign replaced promptly thank you
CC819841423	Environmental Protection	On Saturday my garden waste was not collected. I am delighted to say the bin was emptied first thing this morning. I wanted to say thank you for coming and picking it up.
CC785248996	Housing	Hello, Thank you so much for your letter and continued support. You are very kind, responsible, and attentive to us. We really appreciate it and are grateful. We're waiting a good news. We wish you only good luck in everything and all the best.
CC785252083	Housing	Sorry forgot to let you know it went well signed the contract yesterday and moved out of property today thank you for all your help
CC789258025	Housing	I've had a really wonderful phone call with a housing officer, Rachel, earlier on today. I actually broke down crying it was that nice. And it was one of them God moment phone calls where you think, oh my God.
CC789633885	Housing	Amy. The training yesterday was very useful. Many thanks to you and your team.
CC789634650	Housing	Dear Caroline, I am writing to share some really exciting news—I have finally managed to find a property! Thank you so much for all your help and support in getting me to this point. I'm so happy to finally have a light at the end of the tunnel!
CC790831733	Housing	Hi Nanjiba, Oh I am so so happy with that! I accept it definitely! Thank you so much.
CC793852346	Housing	Dearest Caroline, I am presently at the YMCA in Watford, they have offered me a room! happy days! I'm obviously accepting their offer. thank you for all your help. please advise if I need to do anything more for you guys. My kindest regards.
CC794359083	Housing	Hi Tiffany, Thank you so much for the truly amazing help recently. My friends couldn't believe it either as they've known the issues I've had repeatedly with every other council and organisation that was meant to help me.

		I'm actually in shock a little!
CC809564071	Housing	Hi Tiffany, just to let you know XXXX came into our office earlier and picked up his debit card. For some reason he got 2 cards. He was also singing your praises and said how amazing you are, so I thought I'd let you know.
CC810827439	Housing	Hi Caroline & Julita, Firstly, I want to thank Julita for all the help she has given us over the past year and again this year. The response, care and diligence I have received from Three Rivers Council has been really appreciated, especially compared to our experience with another Council.
CC813806265	Housing	Firstly, I would like to take this opportunity in thanking the two gentlemen who attended my property to carry out an inspection. They were efficient, effective in their findings and they were both knowledgeable and very professional throughout the whole visit. Secondly, I'd like to also thank yourself and everybody else involved in responding to my initial email and post visit correspondence within an exceedingly good timeframe.
CC818859151	Housing	Thank you ever so much you've been so kind and helpful!
CC819984880	Housing	Hello Caroline, Sorry I missed your call. I would like to thank you so much for your help it's really appreciated thank you. Again thank you.
CC820447291	Housing	Customer would like to thank everyone he has dealt with regarding his housing situation, He says you have really helped turn his life around.
CC797033473	Leisure & Landscapes	Thank you for your email and I think this is a amazing step up for us trying to book.
CC787921266	Licensing	Yes, as I said always great service, and know the team are always excellent.
CC818738546	Licensing	Driver picked up his new plate today and complimented Alex for the help she provided when he completed the application form. He said he couldn't have done this without her assistance.
CC787897610	Revenues	Customer reports that he received a reduction in council tax due to his wife's Alzheimer's promptly and this was much appreciated.
CC809317188	Watersmeet	Dear Adele Thank you very much for your reply, it is very helpful to know I can request for the sound to be turned down, during the adverts, if it is excessive. I am very impressed that you have taken the time to respond to feedback comments.

CC813295763	Watersmeet	I wanted to say what a fabulous night it was on Friday. Such a great atmosphere, an amazing crowd and as before, lovely staff. I wanted to give a shout out to all involved both with the communication and organization before the event and of course the event itself.
CC813303642	Watersmeet	Hi Adele, Just wanted to say thanks for all your hard work and help for our concert last Sunday! We had an amazing audience who all seemed to have a great time!Let's hope we can repeat next year!

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.
- 7.2 There are currently two customers on the vexatious and unreasonably persistent complainant list.

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 Compliments and Complaints in Q4

Appendix 2 - Full list of customers included on the Vexatious and Unreasonably Persistent list

