

Appendix 3

Complaints received in relation to Environmental Operations Services

Enviro call desk - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
April	65	13	2	13
May	61	8	1	26
June	77	11	0	9
July	64	19	2	13
August	76	8	0	14

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
April	7	0	3	1
May	1	0	0	0
June	2	1	0	1
July	1	1	0	1
August	1	1	0	0

Totals	355	62	8	75
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling	
Missed Bins	203	Missed Bins	34
Missed Pullouts	101	Missed Pullouts	25
Miscellaneous	32	Miscellaneous	16

Missed bins are usually collected the same day but on occasions roll over to the following day.

Missed pullouts are usually collected the same day but on occasions roll over to the following day.

The miscellaneous complaints cover a number of areas, which include the new policy for charging in special collections, conduct of the bin men and insurance claims these complaints are not presently categorised into defined areas.

Grounds Maintenance	
Grass Cutting	42
Damaged Property	2
Grass on Paths	8
Miscellaneous	10

The complaints in the grounds maintenance operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.

Street Cleansing	
Litter	3
Fly Tipping	5

The complaints in the street cleansing operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.