

Appendix 2

Complaints received in relation to Environmental Operations Services

Enviro call desk - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING	KERBIT
September	59	3	2	9	122
October	67	8	1	6	85
November	83	3	2	6	67
December	61	2	0	6	38

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING	KERBIT
September	2	0	1	1	
October	6	0	0	1	
November	2	0	0	1	
December	1	0	0		1

Totals	281	16	6	30	313
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling		Kerbit	
Missed Bins	170	Missed Bins	17	Missed Bins	201
Missed Pullouts	73	Missed Pullouts	7	Missed Pullouts	67
Miscellaneous	38	Miscellaneous	6	Miscellaneous	45

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	4
Damaged Property	0
Grass on Paths	2
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	
Miscellaneous	6

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.