

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
January	123	0	0	0	279
February	99	0	0	0	194
March	115	0	0	0	151

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING	KERBIT
January					
February					
March					

Totals					
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling		Kerbit	
Missed Bins		Missed Bins		Missed Bins	
Missed Pullouts		Missed Pullouts		Missed Pullouts	
Miscellaneous		Miscellaneous		Miscellaneous	

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	
Damaged Property	
Grass on Paths	
Miscellaneous	

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	

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.