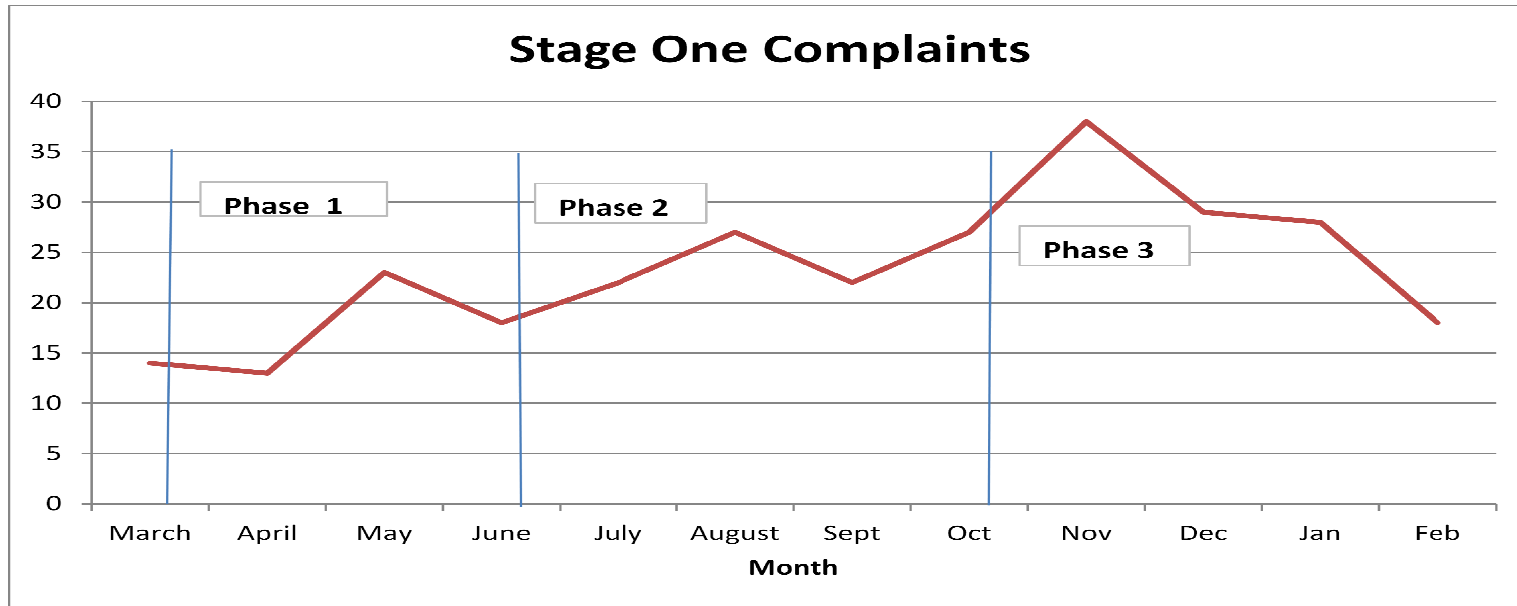


## Environment and Housing Scrutiny Panel- Complaints information March 2012-February 2013

Graph one outlines the number of stage one complaints received to the council.

**Graph one- Stage one complaints received**



Points to note:

- The service has received 280 stage complaints between March 2012 and February 2013.
- 47 cases have progressed to stage 2.
- In conjunction with the phase 3 roll-out in the East of the borough, the rescheduling of the rounds was applied across all phases. This resulted in 80% of households seeing a change to their collection day.

The table below outlines the total number and nature of complaints received:

| <b>Nature of complaint</b>                            | <b>Total</b> |
|---|--------------|
| Bags not delivered                                    | 5            |
| Bin not delivered                                     | 8            |
| Concern about health / pests                          | 1            |
| General enquiry / question about process              | 18           |
| Lack of communication                                 | 3            |
| Missed Collection                                     | 181          |
| Policy  | 14           |
| Reduction in service                                  | 7            |
| Unhappy with containers (wanted other than allocated) | 16           |
| Quality of service                                    | 17           |
| Bins not returned properly                            | 10           |
| <b>Total</b>  | <b>280</b>   |

The graph below highlights the number of enquiries logged by the Veolia Contact Centre

**Graph 2 - Enquiries logged via the Veolia Contact Centre March 2012- February 2013**

