

Appendix 1 complaints analysis across service areas comparing Q4 2022/23 and 2023/24

	Stage 1 Q4 23/24	Escalate to S2 Q4 23/24	% total (S1+S2) Q4 23/24	Average S1 response days	Stage 1 Q4 22/23	Esc to S2 Q4 22/23	% total Q4 22/23
Shared Service	18	1	58%		20	0	54%
Council Tax	4	1	15%	5	8	-	22%
Business rates	1	-	3%	In progress**	-	-	-
Housing Benefit	2	-	6%	6.5	4	-	11%
Waste Services	11	-	35%	8.4**	8	-	22%
Place	7	1	24%		9	0	24%
Planning	5	1	15%	19.6**	8	-	22%
Env Health	2	-	6%	14.5	-	-	-
Infrastructure*	-	-	-	-	1	-	3%
Communities	5	1	18%		6	2	22%
Housing	3	1	12%	3.5	-	-	-
Parking	-	-	-	-	2	1	8%
Countryside	1	-	3%	4	2	-	5%
Com Safety	-	-	-	-	2	1	8%
Street cleaning	1	-	3%	In progress**	-	-	-
Total	30	3			35	2	

* Infrastructures moved to Hampshire County Council in April 2023

** complaints in this service area are still being investigated which may impact average response time

Appendix 2 Stage 2 complaint outcomes from Q4 2023/24

Date	Team	Stage 1 complaint	Stage 2 escalation reason	Decision by investigating Director
Feb 24	Housing	Alleged that the Council is not doing enough to hold police accountable in a community safety issue	Failed to address some or all issues	Not upheld
Feb 24	Council Tax	Executor of estate continued to receive notices following sale of property and hasn't received refund	Disagree with decision	Not upheld but offered £100 compensation
Mar 24	Planning	Alleged that the council did not act appropriately around removal of trees in the district	Inadequate explanation	Investigation not complete

Team	Date	Summary of issue	Learning points
Waste	Jan	Serco operator didn't separate non-recyclable material in waste collection and threw resident's container away with no subsequent apology when challenged	Update made to the website to clarify how residents can leave additional waste for collection. Serco crew advised of their responsibilities
Housing Benefit	Jan	Resident moved to new address following domestic abuse. New address sent to previous property where ex-partner still resided	Mitigating circumstances in that team were not aware that new address was refuge. Team reminded to be careful when dealing with sensitive issues
Waste	Jan	Newly purchased recycling bin broken after second use	New bin sent out to resident. Confirmed that bin can be replaced free of charge within two year period if breaks again
Waste	Jan	Waste bin damaged beyond repair by Serco operatives due to incorrect loading and being asked to pay for new bin	New bin sent out to resident
Council Tax	Jan	Incorrect address used for billing and subsequent delays to remedy issue	Confirmed that permanent hold placed on incorrect address while Valuation Office Agency consider removing property from Council Tax list
Waste	Jan	Broken glass left in road by Serco operatives after collection and not cleaned up	Serco crew advised they should not overfill containers and to clear up spillages as and when required
Waste	Jan	Bulky waste collection not collected despite repeated calls to service	Refund issued. Technical issues between service and contractor meant address was not on daily list and messages to contact centre were not forwarded to waste
Waste	Jan	No response from waste team about recycling bin and missed appointments by officers	Officer visited complainant to go through request on site
Council Tax	Feb	Executor of estate continued to receive notices following sale of property and hasn't received refund	Refund sent to executor. <i>Escalated to Stage 2 by complainant</i>
Council Tax	Feb	Following death of ex-partner, complainant was issued with refund but then received further bills to incorrect address after the account was closed	Refund should not have been made in advance of the complainant's payment. Manager has sent a reminder to the team about refunds of this nature
Waste	Feb	Serco operatives created a mess and played around with bin on footpath. Crew were dismissive when their behaviour was challenged by the resident	Crew were talked to by a supervisor and advised of their future conduct
Env Health	Feb	Following a dog attack, resident contacted various teams on different days but didn't receive response	Advice given on reporting dog on dog attacks to Police.

Waste	Mar	Serco operator was rude to resident and ran over glass container	Waste team have raised this with Serco and the individual has been warned about his behaviour
Waste	Mar	Waste bin not delivered to new build property within acceptable timescales	Manager raised with team to review out of office messages and forward as and when required