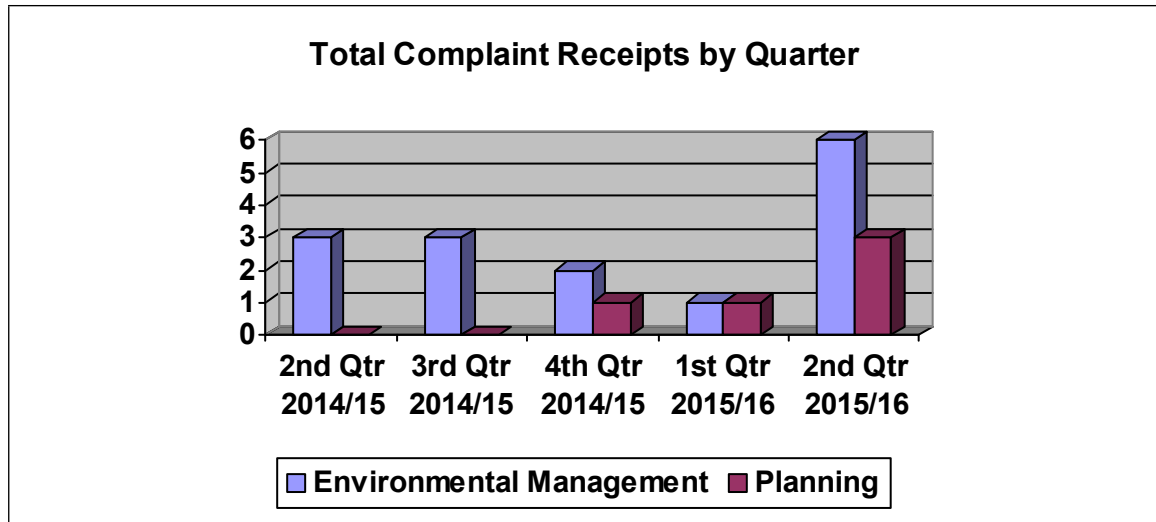


Customer Satisfaction Information – Scrutiny Committees

Environmental Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2015 (1 st April – 30 th June 2015)	
Total number of complaints received across all LCC service area.	149 (105)* individual school complaints not included	
Total number of complaints relating to <u>Environmental Scrutiny Committee</u>	9 (2)	
Total number of compliments relating to <u>Environmental Scrutiny Committee</u>	3 (1)	
Total Service Area Complaints	Environmental Management	6 (1)
	Planning	3 (1)
Service Area Environmental Management Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	3 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	1 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	0 (0)
	Procedural - other	1 (0)
	Procedure not followed	1 (0)
	Race	0 (0)
Service Area Planning Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Procedural - other	1 (0)
	Professional - other	1 (0)
Service Area Compliments	Environmental Management	3 (1)
	Planning	0 (0)

How many LCC Corporate complaints have not been resolved within service standard	8 (8)
Number of complaints referred to Ombudsman	12 (7)



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q2) shows a 42% increase on the previous Quarter (Q1). When comparing this Quarter with Q2 2014/15, there is a 3% increase, when 145 complaints were received.

Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has increased by 7 complaints compared to the previous Quarter (Q1), when 2 were received. When comparing this with Quarter 2 2014/15, there is an increase of 6 complaints when 3 were received.

Environmental Management Complaints

This Quarter Environmental Management has received 6 complaints which is an increase of 5 from last Quarter when 1 was received. The complaints were regarding:

- 2 complaints regarding security at Huttoft Car Terrace
- Complaint regarding conduct/attitude of a member of rights of way staff
- Complaint regarding tree cutting
- Complaint regarding PROW
- Complaint regarding member of staff at Louth HWRC

Out of the 6 complaints, 1 was recorded as substantiated, 1 as partially substantiated and 4 as not substantiated.

Planning Complaints

This Quarter Planning received 3 complaints which is an increase of 2 from last Quarter when 1 was received. The complaints are regarding:

- Complaint regarding flooding/road adoption
- No reply to a letter regarding a planning application
- Conduct/attitude of a member staff of the Historic Environment Record team

All 3 of these complaints were recorded as not substantiated.

Overall Compliments

The overall compliments received for Environmental Management and Planning has increased by 2 compliments this Quarter when they received 3. Last Quarter, 1 compliment was received.

Environmental Management Compliments

Environmental Management received 3 compliments this Quarter. The compliments were regarding excellent service received at Gainsborough, Lincoln (GNT) and Market Rasen household waste recycling centres.

Planning Compliments

Planning received no compliments this Quarter.

Ombudsman Complaints

In Quarter 2 of 2015/16, 12 LCC complaints were registered with the Ombudsman. Environmental Management & Planning received no complaints that were considered by the Ombudsman.

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