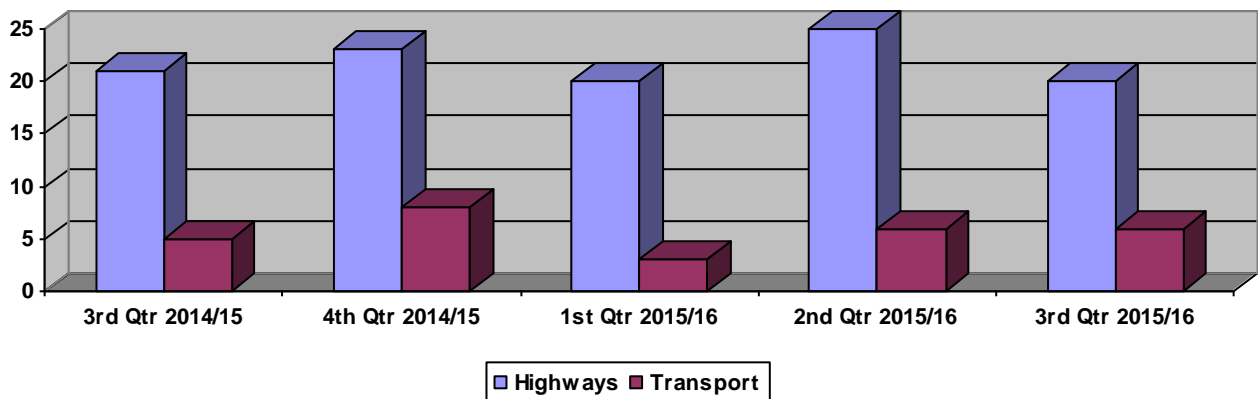


CUSTOMER SATISFACTION INFORMATION

Highways and Transport Scrutiny Committee		
Date Range for Report	1st of October – 31st December 2015 (1st July – 30th September 2015)	
Total number of complaints received across all LCC service area.	152 (149)* individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	26 (31)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	42 (48)	
Total Service Area Complaints	Highways	20 (25)
	Transport	6 (6)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	2 (2)
	Delayed Assessment of Service Request	0 (1)
	Disability	0 (0)
	Disagree with Policy	2 (2)
	Disagree with Procedure	7 (4)
	Gender	0 (0)
	Insufficient Information Provided	0 (2)
	Lack Of Choice	1 (0)
	Other	1 (0)
	Procedural – Other	1 (2)
	Procedure Not Followed	4 (4)
	Professional - Other	1 (0)
Service Delay	1 (4)	
Transport Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	3 (1)

	Delayed assessment of a service request	1 (0)
	Disability	0 (0)
	Disagree with Policy	2 (4)
	Disagree with Procedure	0 (1)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	0 (0)
	Procedural – Other	0 (0)
	Procedure not followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	42 (47)
	Transport	0 (1)
How many LCC Corporate complaints have not been resolved within service standard		10 (8)
Number of complaints referred to Ombudsman		7 (12)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q3) shows a 2% increase on the previous Quarter (Q2). When comparing this Quarter with Q3 2014/15, there is a 20% increase, when 127 complaints were received.

Highways Complaints

This Quarter Highways has received 20 complaints which is a 20% decrease from last Quarter when they received 25 complaints. When comparing this Quarter with Q3 2014/15, there is a difference of 1 complaint when 21 were received.

The outcomes of the 20 complaints were:

- 1 complaint was substantiated
- 1 complaints were partially substantiated
- 17 complaints were not substantiated
- 1 complaint has no outcome recorded

The substantiated complaint was regarding a delay in responding to correspondence regarding surface dressing.

The partly substantiated complaint was regarding a 3 month delay in replacing a broken street lamp following a collision.

Of the 17 not substantiated complaints, 2 complaints were regarding parking restrictions/permits and enforcement. There are no other themes to the not substantiated complaints.

Transport Complaints

This Quarter Transport has received 6 complaints which is the same as last Quarter when they received 6 complaints. This is an increase of 1 complaint from Quarter 3 of 2014/15 when 5 were received.

The outcomes of the 6 complaints were:

- 2 complaints were partially substantiated
- 3 complaints were not substantiated
- 1 complaint did not have an outcome.

Of the 2 complaints that were partially substantiated 1 was regarding the location of a school bus stop in a village and 1 complaint was regarding the attitude of a CallConnect driver.

Of the 3 non substantiated complaints, 2 complaints were regarding the CallConnect service and 1 complaint was regarding the Interconnect 10 bus service.

Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 13% this Quarter, with 42 compliments being received compared to 48 received last Quarter.

Highway Compliments

Highways received 42 compliments this Quarter. The compliments were:

- 40 compliments regarding maintenance work that has been carried out
- 2 compliments were for the Lincolnshire Road Safety Partnership for installation of a speed camera in Grantham.

Transport Compliments

Transport received 0 compliments this Quarter.

Ombudsman Complaints

In Quarter 3 of 2015/16, 7 LCC complaints were registered with the Ombudsman. 1 of these complaints was recorded against Highways and was in relation to boundary dispute with Lincs Laboratory. There was no outcome recorded.