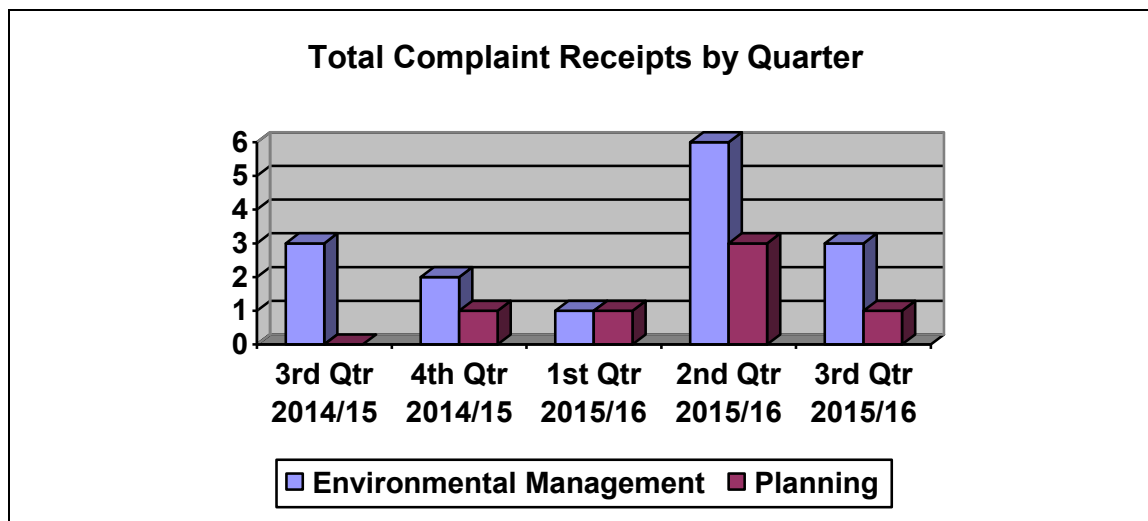


Customer Satisfaction Information – Scrutiny Committees

Environmental Scrutiny Committee		
Date Range for Report	1 st of October – 31 st December 2015 (1 st July – 30 th 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>Environmental Scrutiny Committee</u>	4 (9)	
Total number of compliments relating to <u>Environmental Scrutiny Committee</u>	11 (3)	
Total Service Area Complaints	Environmental Management	3 (6)
	Planning	1 (3)
Service Area Environmental Management Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (3)
	Disability	0 (0)
	Disagree with Policy	2 (0)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	0 (0)
	Procedural - other	0 (1)
	Procedure not followed	0 (1)
	Race	0 (0)
	Service Delay	1 (0)
Service Area Planning Complaint Reasons	Breach of Confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Procedural - other	0 (1)
	Professional - other	0 (1)
Service Area Compliments	Environmental Management	11 (3)
	Planning	0 (0)

How many LCC Corporate complaints have not been resolved within service standard	10 (8)
Number of complaints referred to Ombudsman	7 (12)



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.

Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has decreased by 5 complaints compared to the previous Quarter (Q2), when 9 were received. This is the same as Quarter 3 2014/15.

Environmental Management Complaints

This Quarter Environmental Management has received 3 complaints which is an decrease of 3 from last Quarter when 6 were received. The complaints were regarding:

- 1 Complaint regarding household waste recycling centre procurement process.
- 1 Complaint regarding lack of advice/support regarding a bridleway issue.
- 1 Complaint regarding lack of investment in a public footpath.

Out of the 3 complaints, 2 were recorded as not substantiated and the outcome has not been given for the remaining 1.

Planning Complaints

This Quarter Planning received 1 complaint which is a decrease of 2 from last Quarter when 3 was received. This complaint is regarding:

- Lincolnshire County Council breaching confidence

This complaint was recorded as partly substantiated.

Overall Compliments

The overall compliments received for Environmental Management and Planning has increased by 8 compliments this Quarter when they received 11. Last Quarter, 3 compliments were received.

Environmental Management Compliments

Environmental Management received 11 compliments this Quarter.

The compliments were:

- 2 Compliments were regarding the Willow Tree Fen cattle walk.
- 2 Compliments were regarding helpful and friendly staff at household waste recycling sites (Market Rasen and Sleaford).
- 1 Compliment was regarding a visit to Goltho Woods (Limewoods).
- 6 Compliments were regarding the maintenance of Public Rights of Way.

Planning Compliments

Planning received no compliments this Quarter.

Ombudsman Complaints

In Quarter 3 of 2015/16, 7 LCC complaints were registered with the Ombudsman. Environmental Management & Planning received no complaints that were considered by the Ombudsman.

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