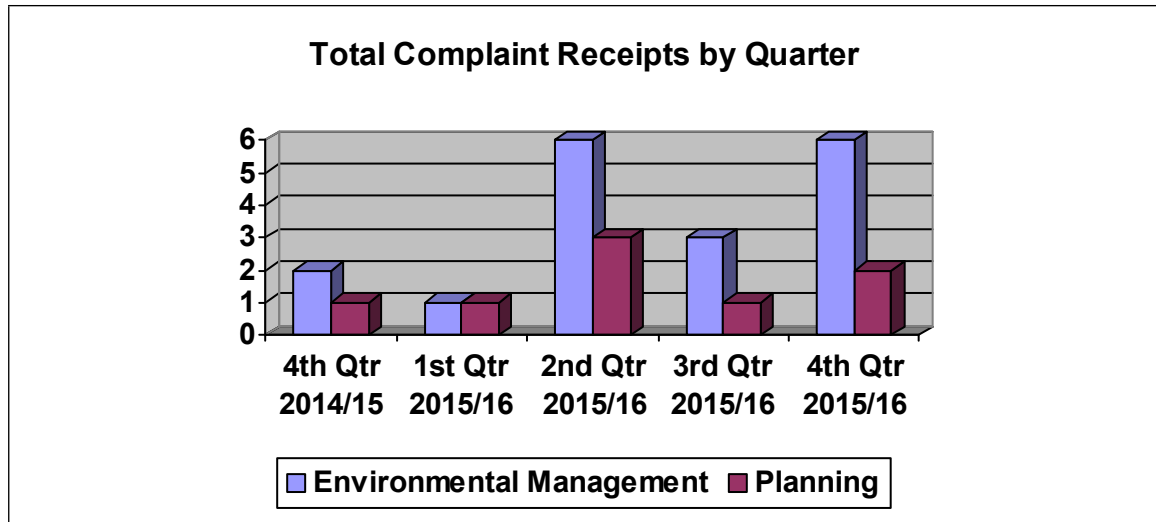


## Customer Satisfaction Information – Scrutiny Committees

<b>Environmental Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> of January – 31 <sup>st</sup> of March 2016 (1 <sup>st</sup> of October – 31 <sup>st</sup> December)	
<b>Total number of complaints received across all LCC service area.</b>	181 (152)* individual school complaints not included	
<b>Total number of complaints relating to <u>Environmental Scrutiny Committee</u></b>	8 (4)	
<b>Total number of compliments relating to <u>Environmental Scrutiny Committee</u></b>	7 (11)	
<b>Total Service Area Complaints</b>	Environmental Management	6 (3)
	Planning	2 (1)
<b>Service Area Environmental Management Complaint Reasons</b>	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Disability	0 (0)
	Disagree with Policy	1 (2)
	Disagree with Procedure	3 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	2 (0)
	Procedural - other	0 (0)
	Procedure not followed	0 (0)
	Race	0 (0)
	Service Delay	0 (1)
<b>Service Area Planning Complaint Reasons</b>	Breach of Confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	1 (0)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	1 (0)
	Procedural - other	0 (0)
	Professional - other	0 (0)
<b>Service Area Compliments</b>	Environmental Management	6 (11)
	Planning	1 (0)

<b>How many LCC Corporate complaints have not been resolved within service standard</b>	2 (10)
<b>Number of complaints referred to Ombudsman</b>	10 (7)



#### Summary

##### LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q4) shows a 19.1% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2014/15, there is a 48% increase when 122 were received.

##### Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has increased by 4 complaints compared to the previous Quarter (Q3), when 4 were received. In Quarter 4 2014/15 there were 3 complaints.

##### Environmental Management Complaints

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

- 2 complaints were regarding the removal of the Saturday green waste collection at Mablethorpe.
- 2 complaints were regarding public rights of way decisions.
- 1 complaint was regarding the condition of a public right of way path.
- 1 complaint was regarding Tattershall Picnic Area not opening until 9am

Out of the 6 complaints, 5 were recorded as not substantiated and the outcome has not been given for the remaining 1.

##### Planning Complaints

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

- Inappropriate handling of a planning application
- Lack of response to an email

Out of the two complaints 1 was recorded as substantiated, the other was recorded as not substantiated.

#### Overall Compliments

The overall compliments received for Environmental Management and Planning has decreased by 4 compliments this Quarter when they received 7. Last Quarter, 11 compliments were received.

#### Environmental Management Compliments

Environmental Management received 6 compliments this Quarter.

The compliments were:

- 2 Compliments were regarding the planting of a tree in Skegness.
- 4 Compliments were regarding helpful and friendly staff at household waste recycling sites (Market Rasen, Kirkby On Bain and Sleaford).
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#### Planning Compliments

Planning received 1 compliment this Quarter. The compliment was for a member of staff from the planning department

#### Ombudsman Complaints

In Quarter 4 of 2015/16, 10 LCC complaints were registered with the Ombudsman. 1 of these complaints was recorded against Environmental services. This complaint is still awaiting a decision.

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