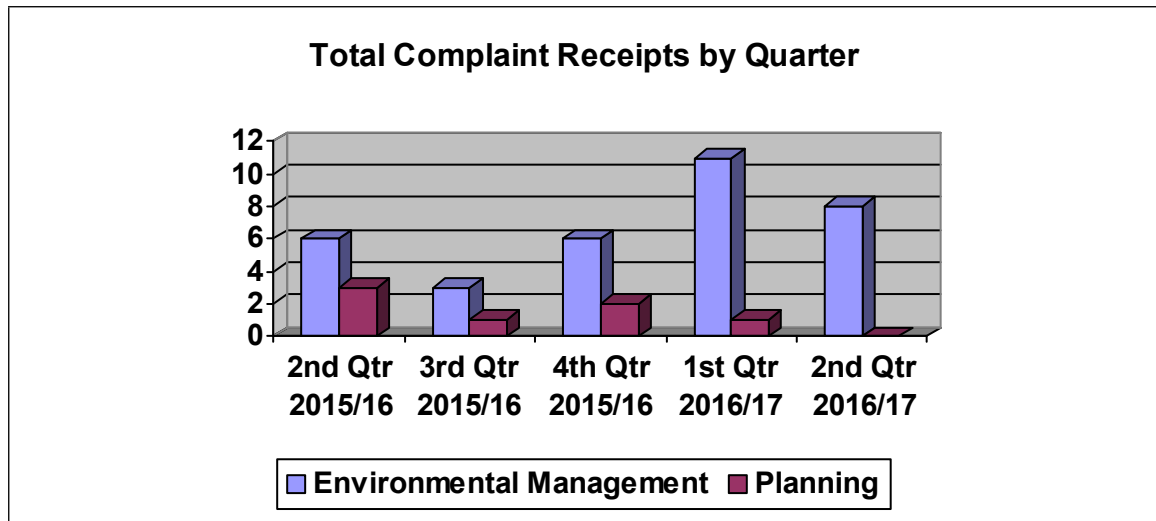


Customer Satisfaction Information – Scrutiny Committees

Environmental Scrutiny Committee		
Date Range for Report	1st of July – 30th of September (1st of April – 30th of June 2016)	
Total number of complaints received across all LCC service area.	117(152)* individual school complaints not included	
Total number of complaints relating to <u>Environmental Scrutiny Committee</u>	8 (12)	
Total number of compliments relating to <u>Environmental Scrutiny Committee</u>	6 (12)	
Total Service Area Complaints	Environmental Management	8 (11)
	Planning	0 (1)
Service Area Environmental Management Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (1)
	Disability	0 (0)
	Disagree with Policy	2 (5)
	Disagree with Procedure	1 (2)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	0 (0)
	Procedural - other	1 (3)
	Procedure not followed	0 (0)
	Race	0 (0)
	Service Delay	2 (0)
Service Area Planning Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	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 (0)
	Professional - other	0 (0)
	Service Delay	0 (1)
Service Area Compliments	Environmental Management	6 (12)
	Planning	0 (0)

How many LCC Corporate complaints have not been resolved within service standard	8 (4)
Number of complaints referred to Ombudsman	8 (5)



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q2) shows a 23% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2015/16, there is a 21% decrease when 149 complaints were received.

Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has decreased by 4 complaints compared to the previous Quarter (Q1), when 12 were received. In Quarter 2 2015/16 there were 9 complaints.

Environmental Management Complaints

This Quarter Environmental Management has received 8 complaints which is a decrease of 4 from last Quarter when 12 were received. The complaints were regarding:

- 2 complaints were regarding the staff at two household waste recycling centres, Louth and Gainsborough.
- 1 complaint was regarding the removal of Saturday waste collection in Stamford.
- 1 complaint was regarding the wildlife area that has been created in Chapel St Leonards.
- 1 complaint was regarding horse racing at Moggs Eye.
- 1 complaint was regarding the failure to clear public rights of way despite receiving email confirming it would be done by a certain date.
- 1 complaint was regarding public rights of way in Beckingham that was described as being overrun with weeds and with no signs directing the walker.
- 1 complaint was regarding the decision to close Whisby household waste recycling centre.

Out of the 8 complaints, 2 were recorded as substantiated and 6 were recorded as not substantiated.

Planning Complaints

This Quarter Planning received 0 complaints which is a decrease of 1 from last Quarter when 1 was received.

Overall Compliments

The overall compliments received for Environmental Management and Planning has decreased by 6 compliments this Quarter. Which is a decrease of 6 when last Quarter, 12 compliments were received.

Environmental Management Compliments

Environmental Management received 6 compliments this Quarter.

The compliments were:

- 3 compliments were regarding the removal of obstructions and restoration of public footpaths.
- 3 compliments were regarding helpful and friendly staff. 1 was for Market Rasen household waste recycling centre and 2 were for Boston household waste recycling centre.

Planning Compliments

Planning received 0 compliments this Quarter.

Ombudsman Complaints

In Quarter 2 of 2016/17, 8 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Environmental services.

This page is intentionally left blank