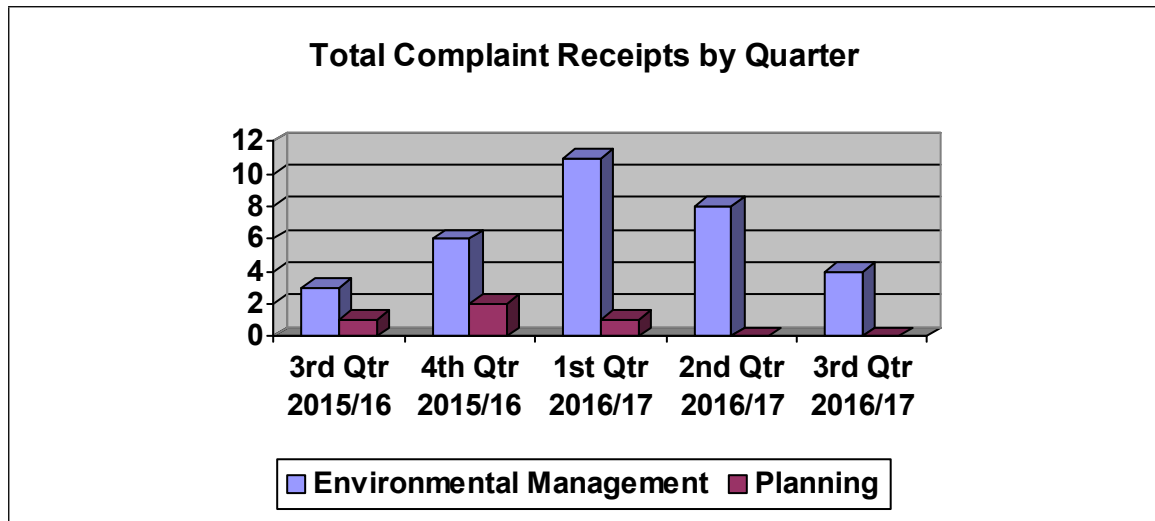


Customer Satisfaction Information – Scrutiny Committees

<b>Environmental Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> of October – 31 <sup>st</sup> of December (1 <sup>st</sup> of July – 30 <sup>th</sup> of September)	
<b>Total number of complaints received across all LCC service area.</b>	143 (117)* individual school complaints not included	
<b>Total number of complaints relating to <u>Environmental Scrutiny Committee</u></b>	4 (8)	
<b>Total number of compliments relating to <u>Environmental Scrutiny Committee</u></b>	14 (6)	
<b>Total Service Area Complaints</b>	Environmental Management	4 (8)
	Planning	0 (0)
<b>Service Area Environmental Management Complaint Reasons</b>	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (2)
	Disability	0 (0)
	Disagree with Policy	2 (2)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	1 (0)
	Procedural - other	0 (1)
	Procedure not followed	0 (0)
	Race	0 (0)
	Service Delay	0 (2)
<b>Service Area Planning Complaint Reasons</b>	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 (0)
<b>Service Area Compliments</b>	Environmental Management	14 (6)
	Planning	0 (0)

<b>How many LCC Corporate complaints have not been resolved within service standard</b>	6 (8)
<b>Number of complaints referred to Ombudsman</b>	8 (8)



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q3) shows a 18% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2015/16, there is a 6% decrease when 152 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 (Q2), when 12 were received. In Quarter 3 2015/16 there were 4 complaints.

Environmental Management Complaints

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

- 2 complaints were regarding the staff at Lincoln household waste recycling centres.
- 1 complaint was regarding ongoing dispute over responsibility of trees.
- 1 complaint was regarding the barriers at Huttoft car park.

Out of the 4 complaints, 2 were recorded as partly substantiated and 2 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 is 14 compliments this Quarter. Which is an increase of 8 when last Quarter, 6 compliments were received.

Environmental Management Compliments

Environmental Management received 14 compliments this Quarter.

The compliments were:

- 4 compliments were regarding the removal of obstructions and restoration of public footpaths.
- 8 compliments were regarding helpful and friendly staff at various Household Waste Recycling Centres around the County. 2 were for Louth, 2 were for Great Northern Terrace, 1 was for Kirkby on Bain, 1 was for Market Rasen, 1 was for Boston and 1 was for Sleaford.
- 1 compliment was received for the Four Counties walks leaflet.
- 1 compliment was received regarding the attendance of two officers at a resident's event.

Planning Compliments

Planning received 0 compliments this Quarter.

Ombudsman Complaints

In Quarter 3 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