

**Customer Satisfaction Information**  
**Environment & Economy Scrutiny Committee Q4**  
**Date range for report 1<sup>st</sup> January 2017 – 31<sup>st</sup> March 2017**

**COMPLIMENTS**

Overall Compliments

The overall compliments received for Environment & Economy shows a decrease of 43% this Quarter, with 8 compliments being received compared to 14 received last Quarter.

<b>Total number of compliments relating to <u>Environment &amp; Economy Scrutiny Committee</u></b>	<b>Current Q4</b>	<b>Q3</b>	<b>Q2</b>	<b>Q1</b>	<b>Q4</b>
	8	14	6	12	7

**Environment & Economy Compliments**

Environment & Economy have received 8 compliments this Quarter. The compliments were:

6 x Environmental

- 2 x HWRC praise
- 4x Countryside in relation to Public footpath / Rights of Way

2 x Economic Development

- Praise for the team from a private sector sponsors for event
- Thanks for assistance with grant application

**COMPLAINTS**

The total number of LCC complaints received this Quarter (Q4) shows a 18.2% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2015/16, there is a 6.6% decrease when 181 complaints were received.

<b>Total number of complaints received across all LCC service area.</b>	<b>Current Q4 16/17</b>	<b>Q3 16/17</b>	<b>Q2 16/17</b>	<b>Q1 16/17</b>	<b>Q4 15/16</b>
	169*	143	117	152	181
<b>Total number of complaints relating to <u>Environment &amp; Economy Scrutiny Committee</u></b>	4	4	8	12	8
<b>Total Service Area Complaints broken down</b>					
<b>Environmental Management</b>	2	4	8	12	6
<b>Planning</b>	2	0	0	0	2
<b>Number of complaint escalations</b>	0	<b>Data not previously reported upon</b>			
<b>How many LCC Corporate complaints have not been resolved within service standard</b>	1	6	8	4	2
<b>Number of complaints referred to Ombudsman</b>	7	8	17	5	10

\*Specific complaints relating to schools are no longer collated and included.

This Quarter Environment & Economy has received 4 complaints which is the same as last Quarter when they received 4 complaints. When comparing this Quarter with Q4 2015/16, there is 50% decrease with 8 complaints being received.

### **Environmental Management**

This Quarter Environmental Management has received 2 complaints which is a decrease of 2 from last Quarter when 4 were received. The complaints were regarding:

- The River Witham Footbridge, College Street, Grantham
- A drop in session in North Somercotes

Both of these complaints were not substantiated.

### **Planning**

This Quarter Planning has received 2 complaints which is an increase of 2 from last Quarter when 0 were received. The complaints were regarding:

- Transport & Roads – Nocton Park development
- A lack of response to comments – comments on development of Eastern side of Louth

One was not substantiated, the other was partly substantiated.

### **Complaint Escalations**

In Quarter 4 of 2016/17 there were a total of 11 complaint escalations for LCC. None of these related to Environment & Economy.

### **Ombudsman Complaints**

In Quarter 4 of 2016/17, 7 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Environment & Economy.