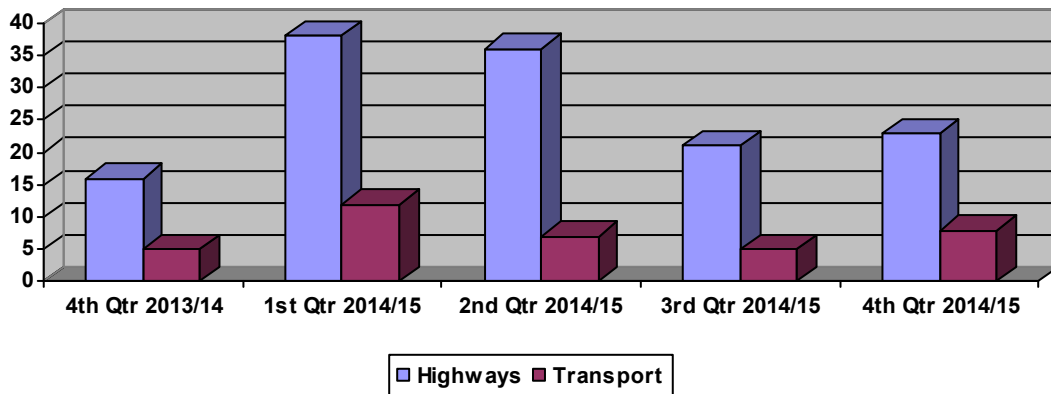


Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1 st January – 31 st March 2015 (1 st October – 31 st December 2014)	
Total number of complaints received across all LCC service area.	122 (127) * individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	31 (26)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	48 (24)	
Total Service Area Complaints	Highways	23 (21)
	Transport	8 (5)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed Assessment of Service Request	0 (1)
	Disability	0 (0)
	Disagree with Policy	3 (0)
	Disagree with Procedure	4 (2)
	Gender	0 (0)
	Insufficient Information Provided	0 (1)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Procedural – Other	0 (0)
	Procedure Not Followed	14 (12)
	Professional - Other	2 (2)
	Service Delay	0 (2)
Transport Complaint Reasons	Age	0 (0)
	Assessment of a service request	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	2 (1)
	Geographic Location	0 (0)
	Insufficient Information Provided	1 (0)

	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	1 (0)
	Procedural – Other	0 (1)
	Procedure not followed	1 (1)
	Professional - Other	1 (1)
	Service Delay	0 (0)
Service Area Compliments	Highways	48 (24)
	Transport	0 (0)
How many LCC Corporate complaints have not been resolved within service standard		10 (5)
Number of complaints referred to Ombudsman		6 (9)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q4) shows a 4% decrease on the previous quarter (Q3). When comparing this quarter with Q4 2013/14 there is a 30% decrease.

Overall Highways Complaints

Complaint receipts for Highways show a 10% increase from last quarter where they received 21 complaints. This is a 44% increase from quarter 4 of 2013/14 when 16 were received.

The outcome of the 23 complaints received was:

- 2 complaints were upheld.
- 3 complaints were partially upheld.
- 17 complaints were not upheld.
- 1 complaint had no outcome registered.

The 2 complaints that were upheld were regarding:

- Delay in cutting back overhanging branches in Coningsby.
- Delay in repairing lights in the underpass on Springfield Road, Grantham.

This quarter, 80 complaints (68 at stage 1 and 12 at stage 2) were received from customers relating to the Lincoln Eastern Bypass, requesting that they be lodged as official complaints. We believe this was due to incorrect information about the process being discussed by objectors at meetings. These were in fact objections to the project and therefore are dealt with in a different way. However, the numbers have been mentioned here for information but are not included in the overall totals.

Overall Transport Complaints

Complaint receipts for Transport show an increase of 3 complaints this quarter compared to the 5 they received in the previous quarter.

The outcome of the 8 complaints received was:

- 3 complaints were upheld.
- 0 complaints were partially upheld.
- 5 complaints were not upheld.

The 3 complaints that were upheld were regarding:

- Incorrect information given on how to comment on a proposal.
- Unreliable bike through Wheels to Work Scheme.
- School transport running late for school collection.

Overall Compliments

The overall compliments received for Highways and Transport shows an increase of 100% this Quarter, with 48 compliments being received compared to 24 received last quarter.

Highway Compliments

Highways received 48 compliments in Quarter 4, which is double the number they received last quarter when 24 were received. The compliments were:

- 41 compliments regarding maintenance work that has been carried out.
- 4 compliments for the traffic flow during A15 Northorpe works.
- 3 compliments for refilling of grit bins.

Transport Compliments

Transport received no compliments this quarter.

Ombudsman Complaints

In Quarter 4 of 2014/15, 6 LCC complaints were registered with the ombudsman. 1 of these complaints was recorded against Highways.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782037 (ext 50037).

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