

# Highways and Transport Complaints Report

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Quarter 4;  
2019/2020

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May 2020

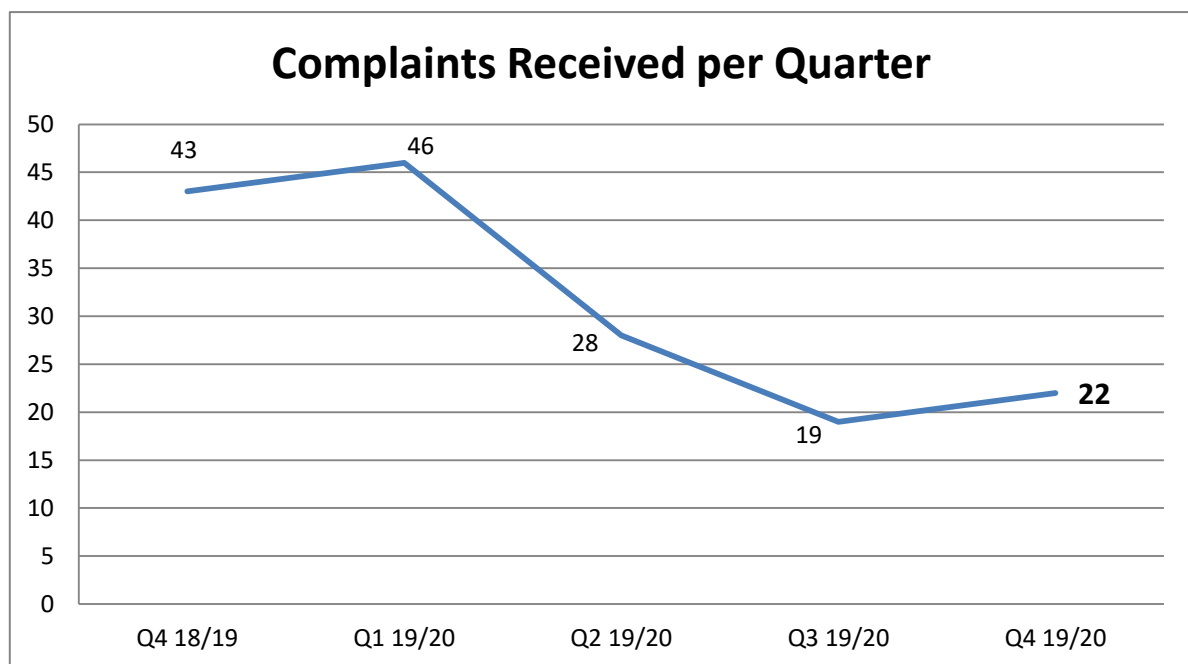
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## Introduction

The following report is a summary of findings from the complaints raised in the fourth quarter of 2019/2020 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

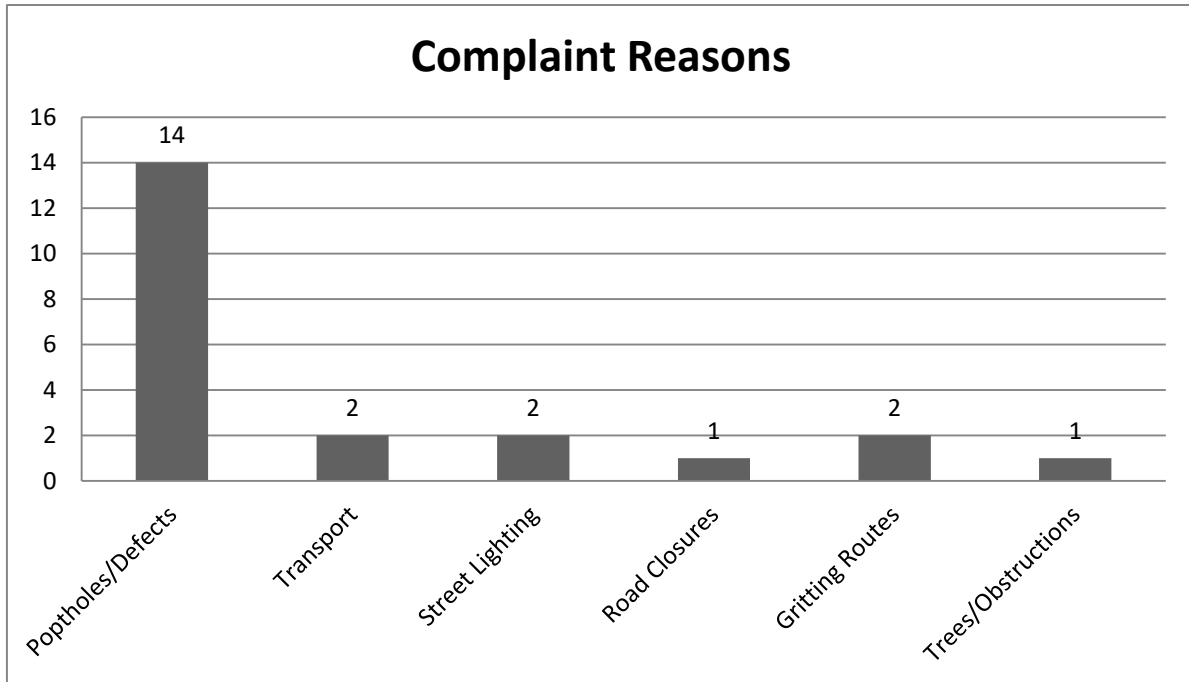
## Q4 Overview

Highways and Transport received 91 contacts in the fourth quarter of 2019/2020, from individuals wishing to complain about various services. Out of these 91 contacts 22 entered the formal complaints process; the remaining 69 were resolved outside of this process in Early Resolution. This equates to 75.8% of all contacts made. Despite the significant increase in the number of contacts, the services ability to respond quickly and robustly has ensured a further increase in the number of contacts being resolved informally.



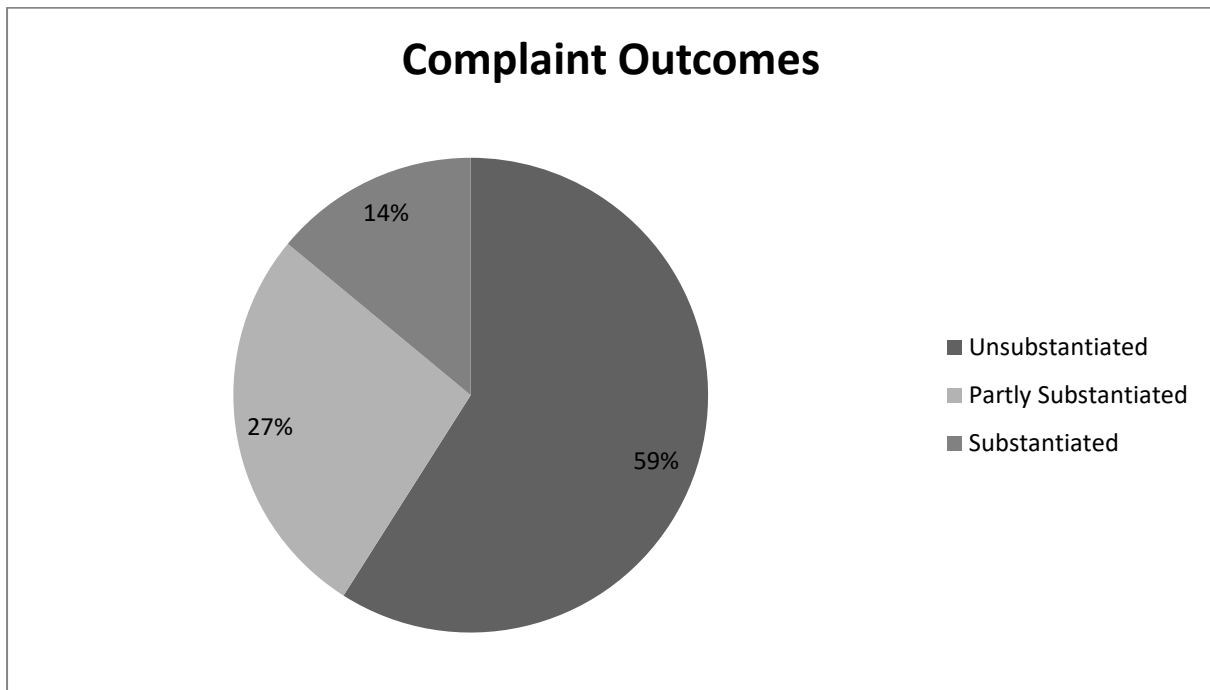
The fourth quarter saw no complaints escalate to the second stage of the complaints process. The additional support introduced to assist with responses from Fix My Street and the handling of contacts in order to achieve early resolution is a factor which has contributed significantly to these figures. This dedicated additional support has also meant a consistency in responses being clear and customer focussed. In addition to there being no cases escalated to the second stage, no cases were referred to the Local Government Ombudsman.

Complaints Raised were in relation to the following areas:



The main area remains Potholes and Defects. An increase of complaints is seen in this quarter for this area in comparison to quarter 3 where 6 complaints were received in regards to this. However majority of these cases were found to be unsubstantiated and therefore this increase should not be considered a reason for concern.

The following shows the outcome of complaints received in the fourth quarter;



Complaints which had an outcome of either partly or fully substantiated have been reviewed for any common trends. It should be noted that the number of complaints that had either of these outcomes was 9 in total. 6 complaints were found to be partly substantiated and 3 fully substantiated. 4 out of 9 of these were in relation to a lack of communication. Mainly this consisted of there being additional review of sites and issues required which was not communicated to the individual. There is no consistency in this being a particular team of the council and therefore wider guidance should be issued to all areas around the importance of updating customers in regards to the issues that they have raised.

2 of these complaints were regarding issues with transport providers. These issues have already been addressed by service and there have been no further reports in regards to these providers. 1 complaint partly upheld was in relation to correspondence received not being signed off appropriately i.e. inclusion of a named officer. This is an issue which has been noted in the past, particularly in the use of team email accounts and is already being addressed by service.

The remaining two were in relation to a delay in visiting a reported site and an incorrect site being visited despite clear location given. Both of these have been addressed by the relevant teams.

It is positive to note that none of the substantiated or partly substantiated complaints were in relation to delays in planned works.

### **Summary**

The data presented is a positive reflection on the work the service has done. The addition of dedicated support staff to assist in the achievement of Early Resolution and customer focussed responses is reflected in the increase of cases resolved informally and the lack of cases being escalated to the next stage of the complaints process.

There remains very little that can be recommended in terms of improvements as a result of the complaints received. Service has shown its willingness to adapt processes to benefit customers, as is reflected in the figures reported and should continue with the good practices put in place.