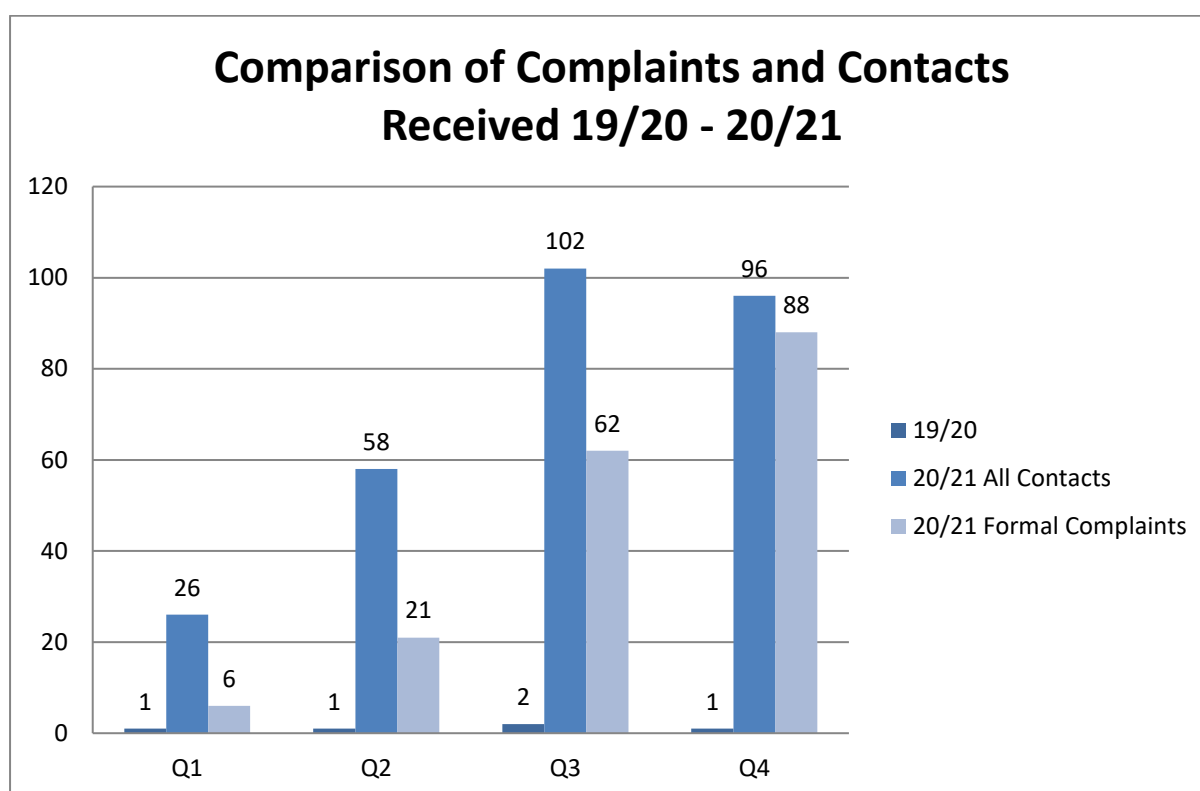


### Household Waste Recycling Centre Annual Complaints

Waste services have seen a large increase in the number of contacts and complaints received this year in comparison to previous years. The data shows a 3440% increase in complaints in 20/21 in comparison to 19/20. Given this increase the management of complaints has been an evolving process for the service area.

20/21 saw a total of 282 contacts received from the public to express dissatisfaction with the service that was being delivered. Of these contacts 177 entered the formal complaints process, with the remaining 105 being resolved early to the satisfaction of the customer.

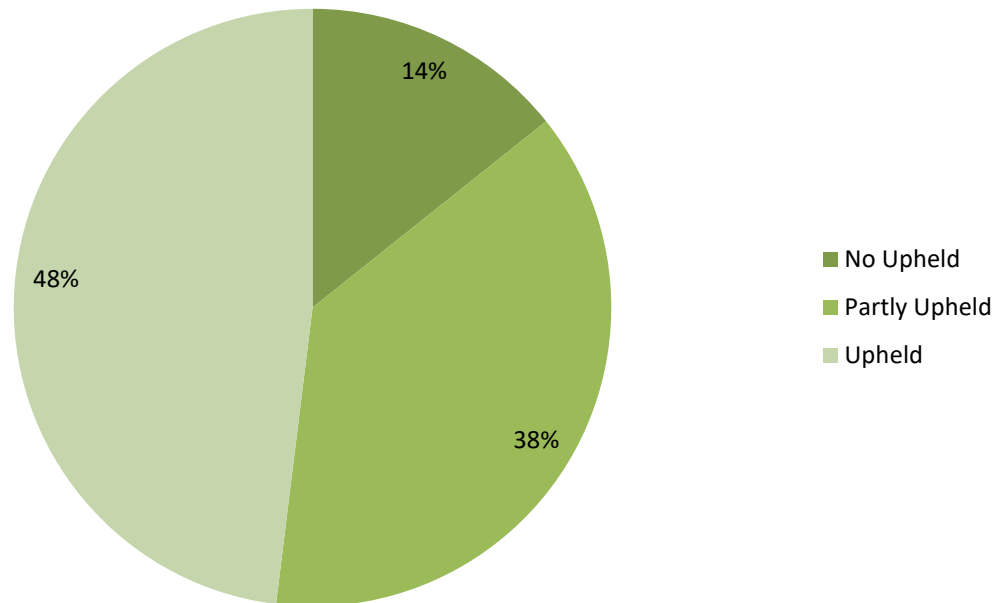
The following shows the number of complaints received per quarter against the same data of last years;



We have seen an increase every quarter of this year in the contacts and complaints that have been received in relation to this area. It should be considered that procedures have continued to be updated and adapted when new guidelines around Covid-19 have been provided. The introduction of strict social distancing measures are a key contributing factor to this increase and the general dissatisfaction with the new measures that have been put in place.

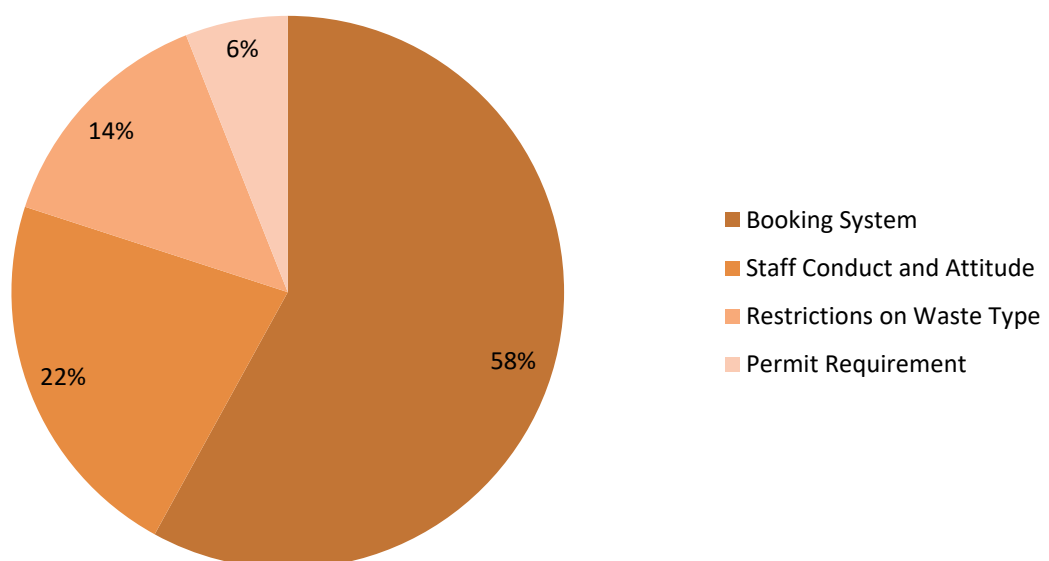
When looking at the outcomes of these complaints a total of 37 complaints were upheld in full. 29 of the complaints raised found some fault in the way in which the service had been delivered, so were partly upheld, and the remaining 111 were not upheld. This breakdown is shown below.

## Outcomes of Complaints Received



Analysis was undertaken on those complaints partly or fully upheld in order to determine any common themes and trends. The following shows where fault was found in complaints that were upheld and the aspects of those complaints partly upheld.

## Reasons for Partly Upheld and Upheld Complaints



Issues with the booking system accounted for over half of all upheld or partly upheld complaints. Review of these complaints shows that the cases where the complaints were upheld was due to there being issues with using the site, particularly when the system was first introduced, some misinformation on the website as things evolved during the course of the year and 2 in regards to there being a lack of assistance in using the system when an individual had called in.

Issues with the customer service on site have been raised with the service area and it is recommended that where staff require additional training in regards to the expectations of how customer service should be delivered, this is provided at the earliest opportunity. This area continues to be monitored and further cases are being escalated immediately.

Of the 177 cases received 2 cases were escalated to the 2<sup>nd</sup> stage of the complaints process as not all issues had been addressed in the 1<sup>st</sup> stage. Both of these cases were not upheld.

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