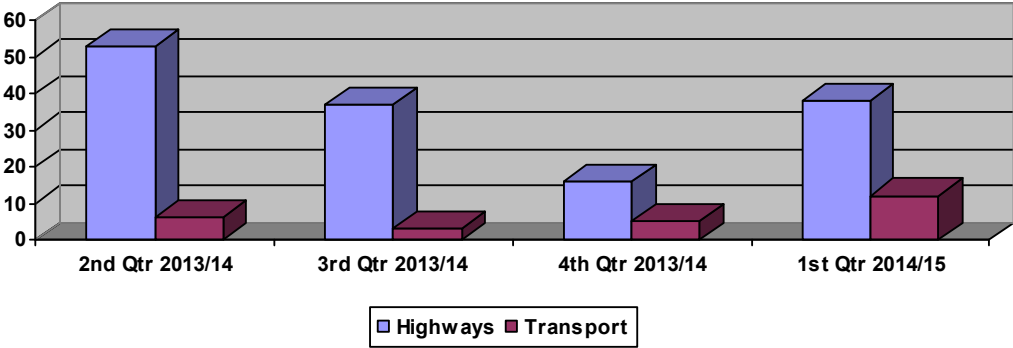


Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1 st April – 30 th June 2014 (1 st January – 31 st March 2014)	
Total number of complaints received across all LCC service area.	157 (174) * individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	50 (21)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	23 (26)	
Total Service Area Complaints	Highways	38 (16)
	Transport	12 (5)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	3 (1)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with Policy	1 (1)
	Disagree with Procedure	11 (3)
	Gender	0 (0)
	Insufficient Information Provided	1 (0)
	Lack Of Choice	0 (0)
	Other	1 (1)
	Procedural – Other	5 (1)
	Procedure Not Followed	9 (3)
	Professional Other	3 (5)
	Service Delay	3 (1)
Transport Complaint Reasons	Age	0 (0)
	Assessment of a service request	0 (1)
	Breach of confidence	2 (0)
	Conduct/Attitude/Rudeness of staff	2 (1)

	Disability	0 (0)
	Disagree with Policy	1 (1)
	Disagree with Procedure	0 (2)
	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)
	Procedural – Other	2 (0)
	Procedure not followed	4 (0)
	Professional	0 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	21 (19)
	Transport	2 (7)
How many LCC complaints have not been resolved within service standard	<i>(12) In Q4 there was a system error which was unable to produce the timescale data.</i>	
Number of LCC complaints referred to Ombudsman	1 (12)	

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q1) shows a 20% increase on the previous quarter (Q4). When comparing this quarter with Q1 2013/14 there is a 41% increase.

Overall Highways Complaints

Complaint receipts for Highways show a significant increase of 38 complaints compared to the previous quarter when they received 16 complaints.

The outcome of the 38 complaints received was:

- 6 complaints were upheld
- 10 complaints were partially upheld
- 22 complaints were not upheld

The 6 complaints that were upheld were regarding:

- Lack of communication and felt they were passed from pillar to post
- No response regarding drainage and flooding
- A15 Roadwork's
- Road signage for Gainsborough Central railway station
- Access path to Maple Street
- Poor state of road repair

There were 3 complaints received regarding the lack of consultation regarding Hawthorn road closure.

Overall Transport Complaints

Complaint receipts for Transport received a significant increase of 12 complaints compared to the 5 they received in the previous quarter.

The outcome of the 12 complaints received was:

- 5 complaints were upheld
- 3 complaint were partially upheld
- 4 complaints were not upheld

The 5 complaints that were upheld were regarding:

- 2 complaints regarding a Data Protection breach
- Home to college transport
- Taxi company taking child to the wrong school
- Conduct and attitude of staff member

There were 2 complaints received this quarter regarding a data protection breach

Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 12% this Quarter.

Highway Compliments

Highways received 21 compliments in Quarter 1, this a 11% increase compared to the 19 compliments they received from the previous Quarter. The compliments are:

- Praise for Andy Savage
- Very helpful staff came to rescue car keys
- Praise for Andrea Philpotts
- 18 compliments regarding road maintenance work that has been carried out.

Transport Compliments

Transport has received 2 compliments this quarter this is a 71% decrease compared to the 7 compliments received in Quarter 4 2013/14. The compliments were:

- 2 compliments received for the Travel team regarding AccessLN6

Ombudsman Complaints

In Quarter 1, 20 LCC complaints were registered with the ombudsman, only 1 of these complaints were considered by the Ombudsman. Highways and Transport received no complaints that were considered by the ombudsman.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782037 (ext 0037).