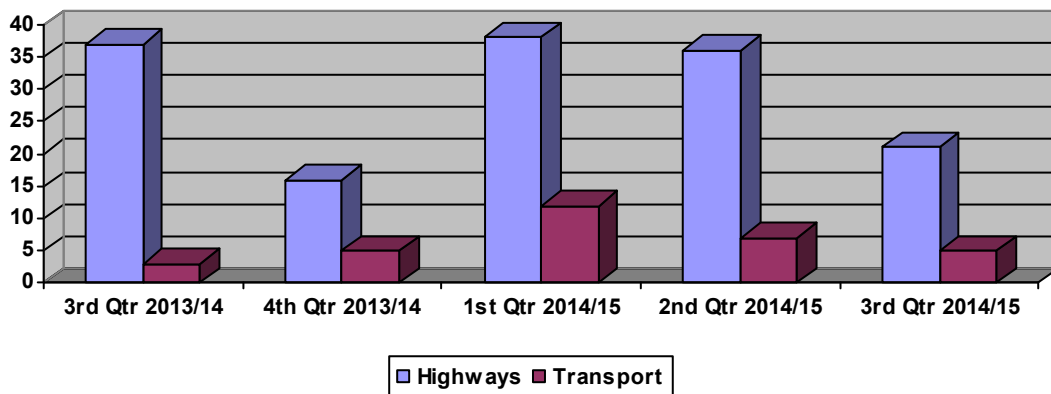


## Customer Satisfaction Information – Scrutiny Committees

<b>Highways and Transport Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> October – 31 <sup>st</sup> December 2014 (1 <sup>st</sup> July – 30 <sup>th</sup> September 2014)	
<b>Total number of complaints received across all LCC service area.</b>	127 (145) * individual school complaints not included.	
<b>Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u></b>	26 (43)	
<b>Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u></b>	24 (30)	
<b>Total Service Area Complaints</b>	Highways	21 (36)
	Transport	5 (7)
<b>Highways Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (1)
	Delayed Assessment of Service Request	1 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	2 (5)
	Gender	0 (0)
	Insufficient Information Provided	1 (3)
	Lack Of Choice	0 (0)
	Other	0 (1)
	Procedural – Other	0 (8)
	Procedure Not Followed	12 (9)
	Professional - Other	2 (6)
	Service Delay	2 (2)
<b>Transport Complaint Reasons</b>	Age	0 (0)
	Assessment of a service request	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Disability	0 (0)
	Disagree with Policy	0 (1)
	Disagree with Procedure	1 (3)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (0)

	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Procedural – Other	1 (0)
	Procedure not followed	1 (1)
	Professional - Other	1 (2)
	Service Delay	0 (0)
<b>Service Area Compliments</b>	Highways	24 (25)
	Transport	0 (5)
<b>How many LCC complaints have not been resolved within service standard</b>		5 (11)
<b>Number of LCC complaints referred to Ombudsman</b>		9 (11)

### Total Complaint Receipts by Quarter



### Summary

#### LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q3) shows a 12% decrease on the previous quarter (Q2). When comparing this quarter with Q3 2013/14 there is a 24% decrease.

#### Overall Highways Complaints

Complaint receipts for Highways show a 42% decrease from last quarter where they received 36 complaints. This is a 43% decrease from quarter 3 of 2013/14 when 37 were received.

The outcome of the 21 complaints received was:

- 2 complaints were upheld.
- 12 complaints were partially upheld.
- 7 complaints were not upheld.

The 2 complaints that were upheld were regarding:

- Delay in repair works on Outgang Road, Langtoft Fen.
- Delay in repairing an illuminated bollard.

This quarter there were 3 complaints received regarding the works on Station Road.

#### Overall Transport Complaints

Complaint receipts for Transport show a decrease of 2 complaints this quarter compared to the 7 they received in the previous quarter.

The outcome of the 5 complaints received was:

- 1 complaint was upheld.
- 3 complaints were partially upheld.
- 1 complaint was not upheld.

The 1 complaint that was upheld was regarding:

- Unreliable transport provided through the Wheels 2 Work scheme.

#### Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 20% this Quarter, with 24 compliments being received compared to 30 received last quarter.

#### Highway Compliments

Highways received 24 compliments in Quarter 3, this an increase of 3 compared to the 21 compliments they received from the previous Quarter. The compliments are:

- 24 compliments regarding maintenance work that has been carried out.

#### Transport Compliments

Transport received no compliments this quarter.

#### Ombudsman Complaints

In Quarter 3 of 2014/15, 9 LCC complaints were registered with the ombudsman. 3 of these complaints were recorded against Highways and Transport. 2 of these were recorded against Highways and 1 against Transport.

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

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