

1st Half Year Report

April - September

2025/26

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NEWARK &
SHERWOOD
DISTRICT COUNCIL

CUSTOMER FEEDBACK



Customer Feedback

Our Customer Feedback Policy has been formally adopted and agreed and is designed to cover the requirement of both the Local Government & Social Care Ombudsman and the Housing Ombudsman. We are bound by the requirements both Ombudsmen set out which are clear about the expectations on us in how we deal with complaints.

One of the key things that both Ombudsmen expect that we report on and use all the feedback from customers, especially complaints, to improve our services.

This report is shared with:

- Senior Leadership Team and Business Managers
- Member Champion for complaints
- Housing Assurance Board / Tenant Engagement Board
- Policy and Performance Improvement Committee

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1. Introduction

The Council is committed to listening to the views of its residents and values all feedback received about the services we provide.

Our [Customer Complaints and Feedback Policy](#) enables us to capture, investigate, respond to, and learn from customer feedback, helping us to continuously improve and shape services to better meet the needs of our community.



We recognise the importance of both positive and negative feedback. It provides valuable insight into customer experiences, highlighting what we are doing well and identifying areas for improvement. Feedback can serve as an early warning system, helping us to detect issues before they escalate and require significant time and resources to resolve. It also allows us to identify the root causes of problems and address weaknesses in systems, processes, or service delivery.

Compliments are equally important, as they help us understand what our customers value and showcase examples of good practice. This includes recognition of individual staff members and service teams who deliver high-quality service.



To support effective complaint handling, staff receive comprehensive training covering investigation techniques, response standards, and the role of the Ombudsman. We have also enhanced our feedback management system to ensure consistency and quality in our responses. In addition, from April 2025, we introduced detailed sub-categories within our complaints procedure to provide greater clarity and enable more targeted analysis of service issues.

Our policy aligns with the statutory Housing Ombudsman Complaint Handling Code, and the guidance set out by the Local Government and Social Care Ombudsman.

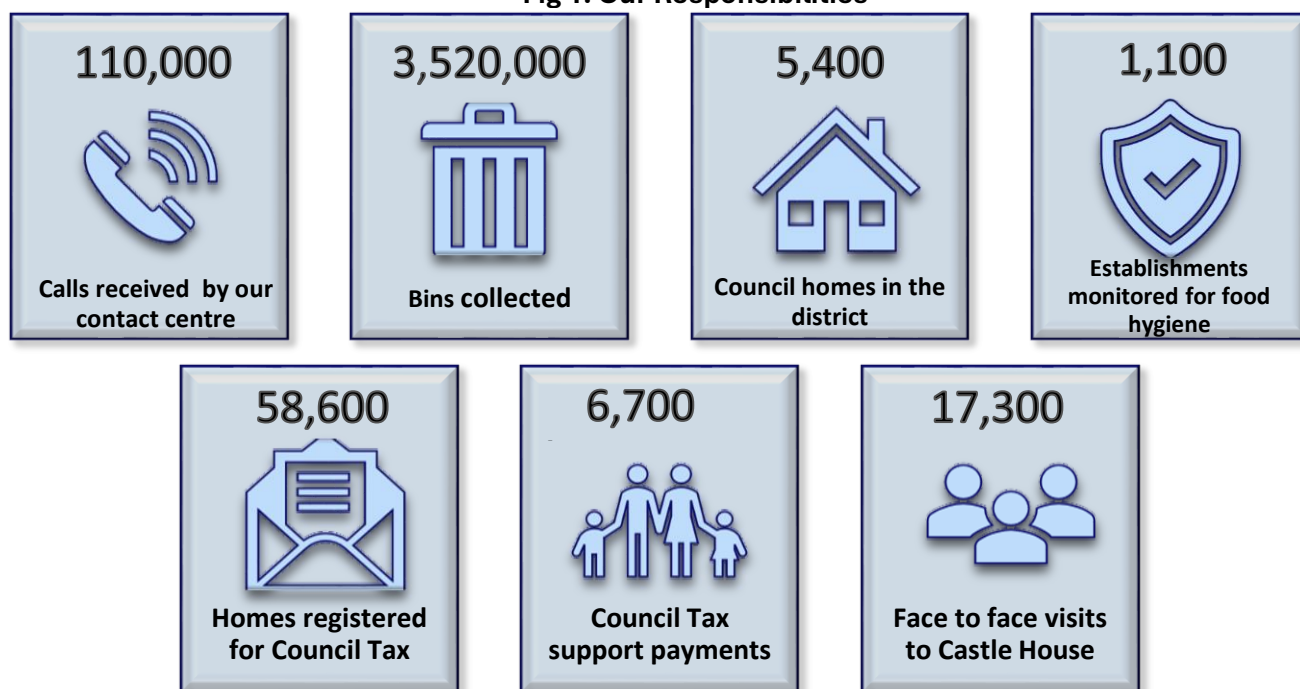
The Local Government Social Care Ombudsman (LGSCO) provides guidance to organisations to help identify whether feedback should be handled as either a service request, a complaint or both. The definition of a service request is as follows: *'a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.'* This provides organisations with the opportunity to resolve matters to an individual's satisfaction before they become a complaint. A complaint may be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals'*

The Ombudsman continues that service requests should be recorded, monitored and reviewed regularly. In addition, organisations should have the opportunity to deal with a service request before a complaint is made. A complaint may be raised when the individual expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. An organisation should not stop its efforts to address the service request if the individual complains.

Our Responsibilities

From waste management and housing to food hygiene and financial support, these services play a critical role in enhancing the quality of life for our residents. Our commitment to maintaining and improving these services is evident in the scale of our operations and the positive impact on the community. Feedback is received for all these services. Some data to provide context can be found in fig 2 below, which was correct as of 2024/25:

Fig 1: Our Responsibilities



(All Figures are rounded)

2. Overview of feedback

The table below provides a summary of all customer feedback received during the first half of 2025/26.

Overview of feedback

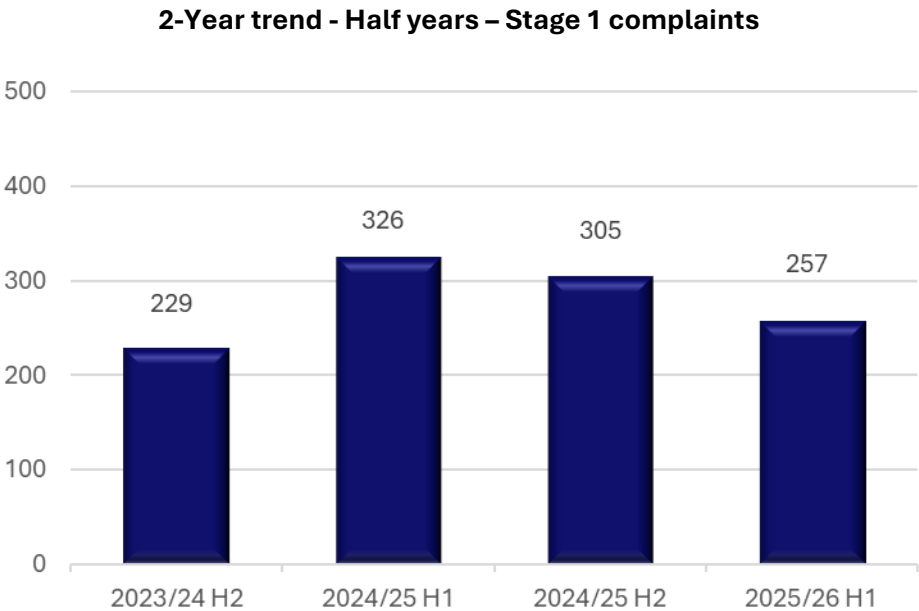
| Stage 1 Complaints | Stage 2 Complaints | Suggestions | Compliments (Praise) |
|-----------------------|-----------------------|-------------|-------------------------|
| 257 | 62 | 19 | 89 |

3. Complaints – Stage 1

It is important for us to use many different methods to engage and consult with our customers, to receive as broad and as representative view of our services as possible. Complaints are a valuable source of information that help us pinpoint areas for improvement and offer insight into where we are delivering a good service.

3.1. Number of Stage 1 Complaints Received

Stage 1 complaint numbers have shown a significant upward trend over the last two years. Starting at 229 in 2023/24 H2, volumes increased by 42% to 326 in 2024/25 H1, followed by a slight decline of 6% to 305 in 2024/25 H2. The reduction in number of complaints received continued into 2025/26 H1, with an 18.7% reduction to 257 complaints being noted within this period.

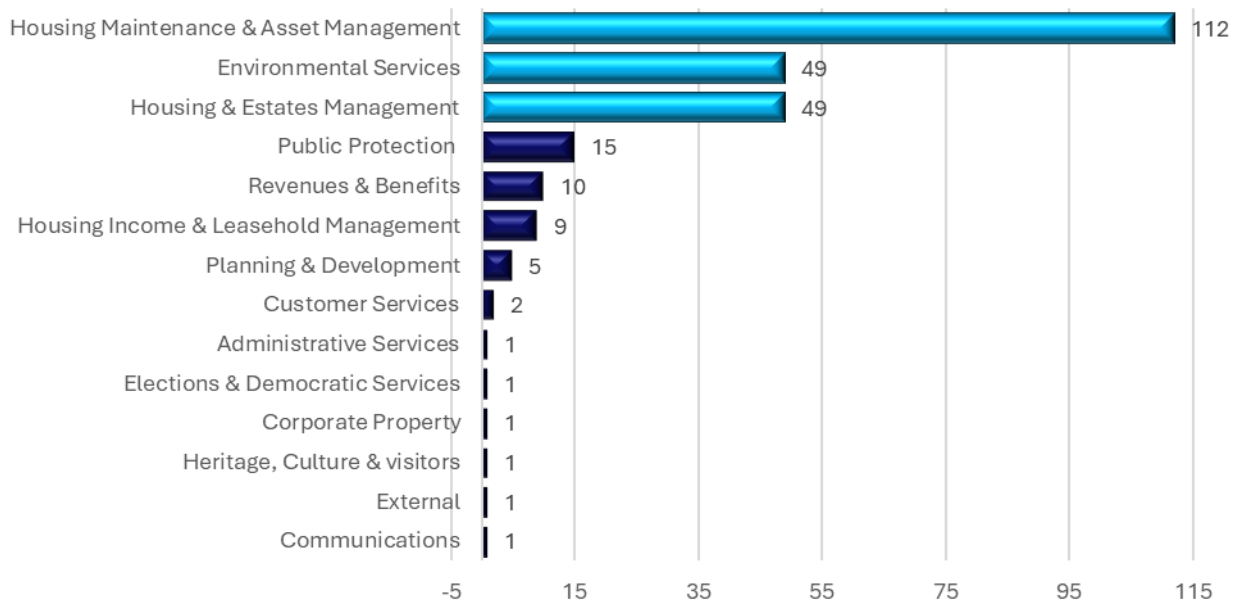


3.2. Complaints by Business Unit

During the first half of 2025/26, a total of 257 Stage 1 complaints were received. As expected, front-facing services accounted for most complaints, Housing Maintenance & Asset Management received the highest number with 112 complaints, followed by Environmental Services and Housing & Estates Management, each with 49 complaints, respectively. Most other service areas, including Public Protection, Revenues & Benefits, and Planning & Development, received 15 or fewer complaints. One complaint was recorded for an external service, relating to Active4Today.

From 1 April 2025, complaints have been categorised in greater detail, providing improved insight into specific service issues and enabling more targeted analysis.

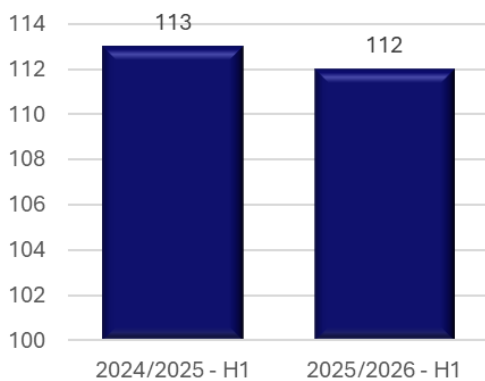
Stage 1 Complaints Received by Business Unit



Housing Maintenance & Asset Management – 112 Stage 1 complaints received.

Housing Maintenance & Asset Management received 112 Stage 1 complaints, a nominal decrease from 113 complaints during half 1 of 2024/25. The most commonly occurring categories included ‘*standard or quality of service*’ accounting for 45 complaints, including quality of repairs, damp and mould, and property condition. ‘*Waiting times- delays*’ accounted for 43 complaints, mostly due to the time taken to complete repairs. Other issues included ‘*communication – lack or quality of*’, ‘*lack of or missed actions*’, ‘*professionalism*’, and a single complaint about a council decision.

Number of Stage 1 Complaints



Stage 1 Complaints by Category

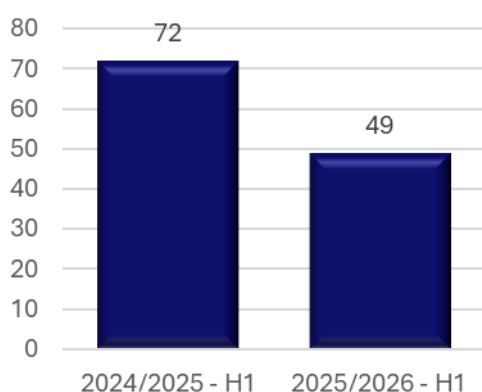


Environmental Services – 49 Stage 1 complaints received.

The largest category of complaint received by Environmental Services was ‘*standard or quality of service*’ with 21 complaints, mainly due to quality of service, incomplete jobs, and equipment condition concerns. ‘*Lack of action or missed action*’ accounted for 14 complaints, mostly due to repeated missed services.

‘*Professionalism*’ was raised in 8 cases, mainly linked to staff conduct, with one complaint regarding driving standards. ‘*Decisions*’ prompted 4 complaints, including disagreement with council policy and inconsistent discretion. Two further isolated issues were reported under ‘*communication*’ and ‘*waiting times*’.

2-year Outturn Stage 1 Complaints



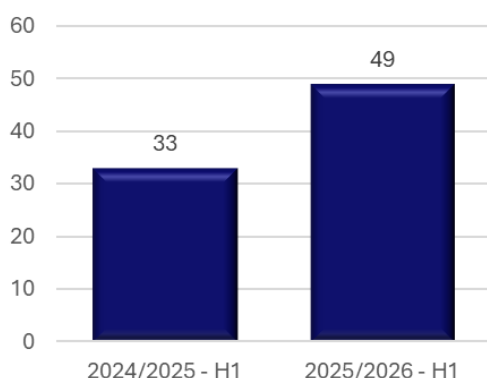
Stage 1 Complaints by Category



Housing & Estates Management – 49 Stage 1 complaints received.

Housing & Estates Management received 49 Stage 1 complaints, an increase from 33 in the same period the previous year. 17 complaints related to ‘*professionalism*’, followed by 13 relating to ‘*communication*’, and 7 concerning ‘*decisions*’. Smaller volumes were recorded for ‘*standard or quality of service*’, ‘*waiting times – delays*’, and ‘*lack of action or missed action*’.

2-year Outturn Stage 1 Complaints



Stage 1 Complaints by Category



3.3 Complaints by Category (All Complaints)

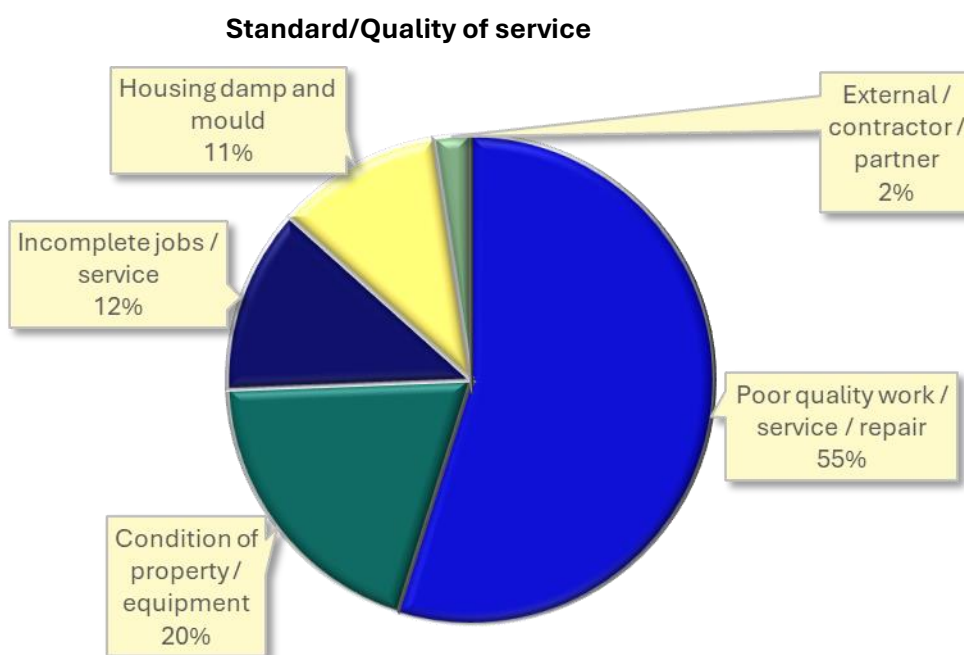
Of the total 257 complaints received, service quality is the most common issue, accounting for 32% of all complaints, followed by waiting times and delays at 19%. Communication problems, such as lack of updates or incorrect information make up 16%, while professionalism and lack of action each represent 12%. Complaints about decisions are less frequent at 9% but still highlight concerns around policy interpretation and consistency.

Stage 1 Complaints by Category

| Category | Received | % of total received |
|---------------------------------------|------------|---------------------|
| Standard / quality of service | 82 | 32% |
| Waiting time - delays | 50 | 19% |
| Communication - Lack of or quality of | 41 | 16% |
| Professionalism | 30 | 12% |
| Lack of action / missed action | 30 | 12% |
| Decisions | 24 | 9% |
| Total | 257 | 100% |

Most frequent Category: Standard / Quality of service

Within this category, the most common concern was poor quality work, service, or repairs, representing 55% of these cases. Other notable issues included condition of property or equipment (20%), incomplete jobs or services (12%), and housing damp and mould (11%). Complaints involving external contractors or partners were minimal at just 2%.



3.4 Processing Times

It is important to meet the timescales as guided by our internal policy and the Housing Ombudsman. When a customer has complained to us it is right that they expect a response within a reasonable timescale. There will be occasions where the timescales need to be extended, such as in cases where obtaining the relevant information may take longer as it's from a third party or because an officer who had dealt with the customer is unavailable. Wherever this delay is necessary, the complainant will be kept updated.

To ensure compliance with the Housing Ombudsman's complaint handling code, it is necessary for our policy to include specific timescales for responding to complaints. We have therefore revised our response timescales to align with those stipulated by the Ombudsmen.

- Stage 1 - acknowledge the complaint within 5 working days of the request being received and provide a full response within 10 working days.
- Stage 2 - acknowledge the complaint within 5 working days of the escalation request being received and provide a full response within 20 working days.

The table below summarises the number of complaints that met or missed statutory deadlines.

Stage 1 Complaint Summary)

| Period | Responded within time | Overdue | Total |
|----------------|-----------------------|---------|-------|
| 2025/2026 - H1 | 252 | 5 | 257 |

During the reporting period, 257 complaints were received. Of these, 98% were responded to on time, with just 2% (5 complaints) not responded to within the required deadline. This is a significant improvement compared to the first half of 2024/25, when 66% of complaints were responded to on time.

3.5 Outcome of Complaints

Once the officer responsible for responding to a complaint has undertaken the appropriate investigation they will determine if the complaint was fully upheld, partially upheld, or not upheld. In writing the response they clearly state the outcome and record this within our complaints handling system.

It is important to note that sometimes customers are unhappy with a decision or process but upon investigation it is found that the council has acted appropriately, these complaints are not upheld. Section 9 of this report provides more detail on customer satisfaction with complaints.

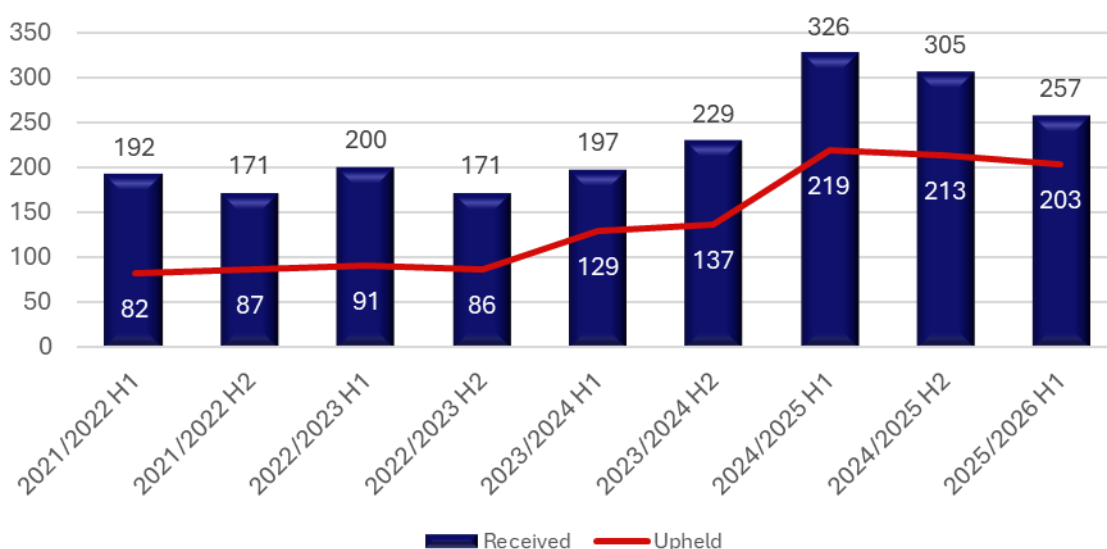
Often complaints contain more than one issue, complaints partially upheld are where some of the issues raised are upheld but others are not.

Decision Status of Stage 1 Complaints

| Complaints Upheld | Complaints Partially Upheld | Complaints Not Upheld | Complaints not decided |
|-------------------|-----------------------------|-----------------------|------------------------|
| 134 | 69 | 54 | 0 |

Complaints received fell to 257 in H1 2025/26, with 203 (79%) upheld. Of these, 52% were fully upheld, 27% partially upheld, and 21% not upheld. A breakdown of upheld complaints over the last 4 years is shown in the chart below.

Stage 1 Complaints Upheld



Complaints received peaked in 2024/2025 H1 (326 cases) before falling to 257 in 2025/2026 H1. However, the proportion of complaints upheld has risen sharply over time—from 43% in 2021/2022 H1 to 79% in 2025/2026 H1. This trend indicates potential areas for improvement in service delivery and internal processes.

We are actively working with delivery teams to address repeated issues and implement corrective actions aimed at reducing upheld complaints and improving overall customer experience.

4. Complaints - Stage 2

Stage 2 complaints are those where a customer remains dissatisfied with the response received at stage 1. Reviewing these in detail allows us to identify opportunities for service improvement and assess the effectiveness of our initial responses. Stage 2 complaints provide valuable insight into more complex or unresolved issues.

Stage 2 complaints have been included based on the date the stage 2 process was initiated. As a result, some complaints originally raised at stage 1 in previous reporting periods may appear here, reflecting when the escalation process formally began.

In the first half of 2025/26, 62 stage 2 complaints were received, an increase compared to 43 in the previous period. This rise continues a two-year upward trend, which may indicate growing complexity in cases or challenges in resolving issues effectively at stage 1. While the overall proportion remains small relative to service volumes, the escalation pattern highlights the need for strengthened early resolution and clear communication at initial stages.

Of the 62 complaints, 44% were upheld, 15% were partially upheld, 32% were not upheld, and 10% are still in progress or undecided at the time of producing this report.

Stage 2 Complaints

| Complaints Upheld | Complaints Partially Upheld | Complaints Not Upheld | Complaints not decided/in progress |
|-------------------|-----------------------------|-----------------------|------------------------------------|
| 27 | 9 | 20 | 6 |

Across all business units, 73% of stage 2 complaints were responded to on time, 23% were overdue and missed the target processing time, and 5% had not yet received a response at the time of writing this report. Housing Maintenance & Asset Management, Housing Services and Healthy Places were the 3 business units with the highest volume of complains, additionally Housing Maintenance & Asset Management had the most overdue stage 2 complaints. Complaints which relate to our Housing business units can be more time consuming and complex to resolve and as a result we have recruited a complaint coordinator to improve both our response times and to free up operational officers to focus on quality service delivery.

Stage 2 Processing Deadlines

| Period | In progress | Met Deadline | Missed Deadline | Total | % on Target |
|------------------------|-------------|--------------|-----------------|-------|-------------|
| April - September 2025 | 3 | 45 | 14 | 62 | 72.6% |

Stage 2 Complaints Categories

When reviewing the number of stage 2 complaints received according to the category, the highest proportion of complaints were attributed to the standard and quality of service with 18% of all complaints. This was followed by the time taken to complete housing repairs contributing 15%, the next most common category was split between communication, professionalism and waiting times with 13% each respectively.

| Category of Complaint | No. | % |
|---|-----|-----|
| Standard / quality of service | 11 | 18% |
| Housing - Time Taken to Complete Repair | 9 | 15% |
| Communication | 8 | 13% |
| Professionalism | 8 | 13% |
| Waiting time - delays | 8 | 13% |
| Decisions | 7 | 11% |
| Housing - Quality of Repair Work or Upgrade | 4 | 6% |
| Lack of action / missed action | 4 | 6% |
| Council Policy | 1 | 2% |
| Placement of refuse bin | 1 | 2% |
| Refund Issue | 1 | 2% |

5. Ombudsman Complaints

Each Ombudsman produces Annual Review Letters detailing how many complaints they have received for individual councils and how many decisions they have made. These are reported to the General Purposes & Local Government Reorganisation (GGPLGR) Committee.

For the financial year 2024/25, the LGSCO has published nine decisions. Eight were closed after initial enquires and one was upheld.

The LGSCO have published two good practice guides aimed at helping authorities to get things right before cases are escalated:

- Appendix 1. [LGSCO Complaints Code](#)
- Appendix 2. [Guidance for practitioners: Deprivation of Capital \(lgo.org.uk\)](#)

Housing Ombudsman complaints decisions

For the financial year 2024/25, the Housing Ombudsman has published 2 decisions, both of which were upheld.

New Ombudsman Complaints

Between 1 April 2025 and 30 September 2025, we received eight new enquiries from the Housing Ombudsman and none from the Local Government and Social Care Ombudsman and Ombudsman. The table below, summarise the details of these complaints. Five are waiting for the Housing Ombudsman to progress and three have been closed.

| Date received | Nature of Complaint | Stage |
|-------------------|---|---|
| 7 April 2025 | Handling of ASB | Under Investigation. |
| 8 April 2025 | Handling of tenant's concerns regarding stolen property | Awaiting allocation to Housing Ombudsman Casework and Assessment team. |
| 17 July 2025 | Poor service and condition of property | Awaiting allocation to Housing Ombudsman Casework and Assessment team. |
| 14 August 2025 | ASB, staff conduct, communication | Awaiting allocation to Housing Ombudsman and Assessment team |
| 10 September 2025 | ASB | Awaiting allocation to Housing Ombudsman and Assessment team. |
| 25 April 2025 | Outstanding repairs and mould | Closed - Confirmed the complaint had gone through the Council complaints process. No further action to be taken. |
| 30 April 2025 | Condition of property | Closed - Final decision received, no Council fault. |
| 2 May 2025 | Damp and mould | Closed – The Housing Ombudsman decided not to investigate as the complaint was out of time. |

We are waiting for the Housing Ombudsman determination of two further complaints, one which we received in October 2024 and the second in December 2024. The Housing Ombudsman acknowledges there is a delay investigating some complaints. This is due to the increase in the number of complaints it is receiving and resource to deal with them.

Decisions

Between 1 April 2025 and 30 September 2025, we received decisions on five complaints which were received by the Ombudsman prior to 1 April 2025, three Housing Ombudsman and two Local Government and Social Care Ombudsman.

| Date outcome received | Nature of Complaint | Determination Actions and Recommendations |
|-----------------------|---|---|
| 30 April 2025 | Staff conduct. Housing choice service Condition of property and property not being ready to move into | It was determined that there was no maladministration. No further actions or recommendations. |
| 14 May 2025 | Draining issues | Complaint closed and to be logged as complaint. The customer has now logged a further complaint with the Housing Ombudsman. |
| 29 August 2025 | Not installing a driveway | It was determined that there was no maladministration. A recommendation was made to review Spotlight Report on Knowledge and Information to ensure record keeping is in line with Ombudsman requirements. |

| Date outcome received | Nature of Complaint | Determination | Officer Comment on Upheld Complaints |
|-----------------------|--|---|---|
| 30 April 2025 | Handling of a complaint regarding a parish council | Closed after initial enquiries - no further action | |
| 20 June 2025 | Noise nuisance | Upheld - Fault and Injustice <u>24 013 431 - Local Government and Social Care Ombudsman</u> | The complaint mentioned noise from the vehicle being an issue when parked on the driveway. Although the complaint also referenced the noise while driving on the road and the way it was driven, our officers should have also initiated a statutory noise nuisance case at this point. Alongside the advice and support provided in seeking assistance from the Police, who have the authority to require the exhaust to be tested and changed if it was found to breach the Road Traffic Act, undertaking the noise investigation process at the beginning should have taken place. A noise investigation was undertaken subsequently and found not to be a statutory noise nuisance. As a result, we have reminded our officers that a noise complaint should be initiated promptly at the start, even if there are other avenues to resolving the issue, which were also undertaken in this case. |

6. Suggestions

During the first half of 2025/26, 19 suggestions were initially received. Upon examination, one suggestion was identified as a service request. Additionally, 9 suggestions were subsequently withdrawn. Table 13 provides a sample of the suggestions received.

| Suggestion | Response |
|--|---|
| Environmental Services | |
| I noticed recent litter collections weren't well publicised. I'd like to suggest a "Safe and Clean Newark" campaign with goals such as litter-free streets across Newark, visible support from shops, restaurants and pubs through a sticker initiative, and active community involvement with feedback on ideas. We could also explore financial backing from national businesses. A similar approach could be taken to improve street safety, aiming for residents to feel safe at all hours. I'd be happy to join any focus group to support this. | Thank you for your thoughtful suggestions. Some of these ideas are already being considered within our existing resources. We'll look at further promotion to support litter-free streets and explore engaging local businesses, possibly using posters instead of stickers. While seeking national business support is an option, we must weigh this against available officer time. We're passionate about community feedback. Your safety concerns are noted and will be shared with our partners at Nottinghamshire Police and the Police and Crime Commissioner. |
| Parking Services | |
| I live near the Royal Mail sorting office, and I am concerned about the daily parking of Royal Mail vans along both sides of the street. They often park on double yellow lines and pavements for extended periods while loading, creating congestion and posing risks to both drivers and pedestrians. This seems to happen regularly and without enforcement. Has this issue been looked into? It feels unsafe and potentially dangerous. | Thank you for bringing this to our attention. The District Council is not responsible for on street parking enforcement; this responsibility falls to Nottinghamshire County Council. I have contacted them on your behalf, and they have asked that you please contact them directly. |
| Healthy Places | |
| A mediation participant shared concerns about the lack of Autism and ADHD awareness during their session. Despite informing the mediator of their neurodivergent needs and requesting accommodations, these were not met—such as the inability to switch to split mediation due to room availability. The participant felt the experience reflected a broader lack of understanding of neurodivergence, which negatively impacted their wellbeing. The feedback was submitted in hopes that future training might better support neurodivergent individuals. | Thank you for getting in touch with us to provide your feedback, we appreciate all feedback, both positive and negative. Thank you also for taking the time to fully detail your concerns and observations. I apologise for your experience. Training within the Council on such matters is a relatively recent thing and I will pass on your comments to the relevant manager so that learning from this can be fed into any future training programmes and sessions. |
| Council Tax | |
| I found the online council tax form quite tricky to use as a landlord. It seems more geared towards people moving into residential properties, rather than those managing tenancies. It would be great to have a simple portal where landlords can log in, select a property, and update tenant details, like who's moving in or out, forwarding addresses, and whether the property is empty. Something like that would make the process much easier and quicker. | Thank you for your feedback. We acknowledge that the current form is more resident-focused and can be challenging for landlords. While the form is part of a shared system used by multiple councils, making changes difficult, we are actively exploring improvements. The idea of a landlord portal aligns with ongoing discussions with our system supplier. Although immediate changes aren't possible, this feedback is helping inform future enhancements to make the process more efficient and user-friendly for landlords. |

7. Praise

During the period, we received 89 compliments from customers across a wide range of services. These messages of appreciation demonstrate the value of maintaining high standards in public service. This section summarises the key themes and business units receiving praise.

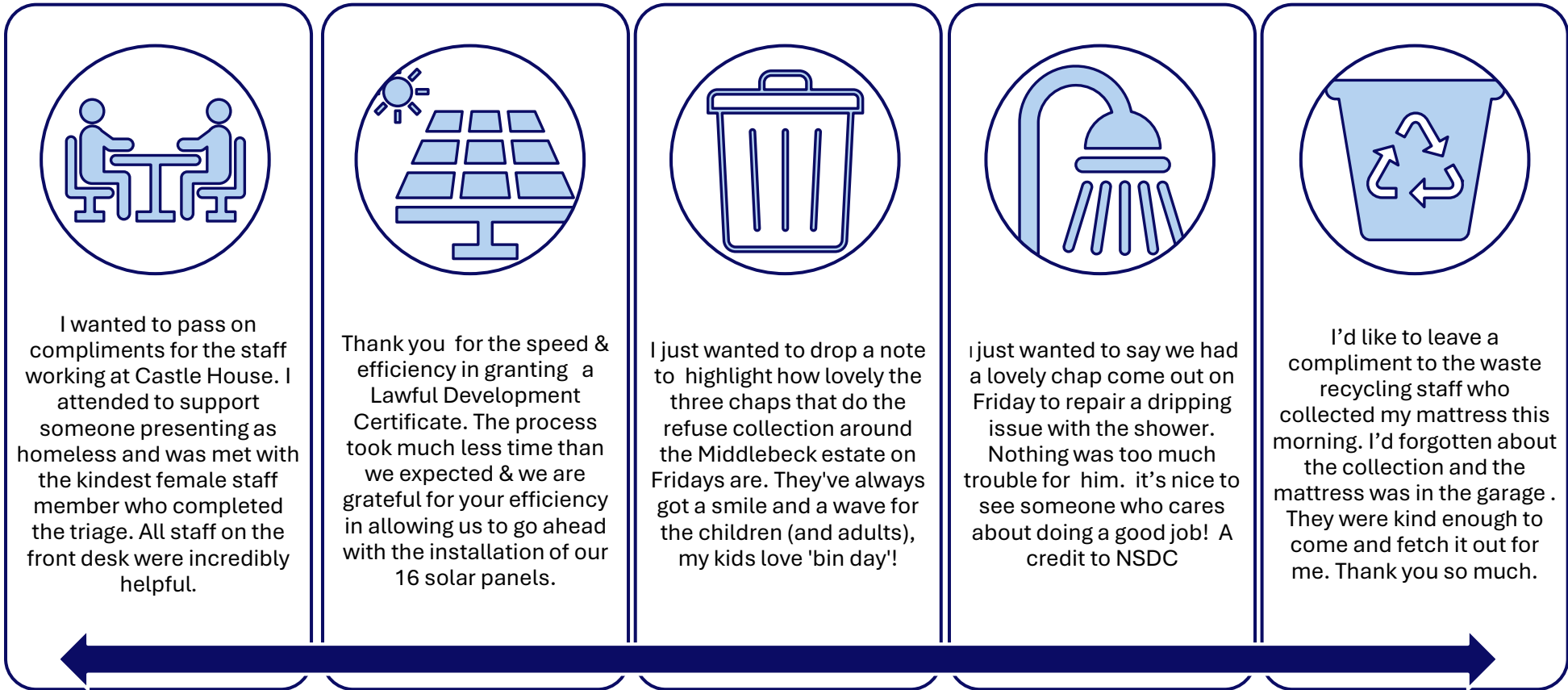
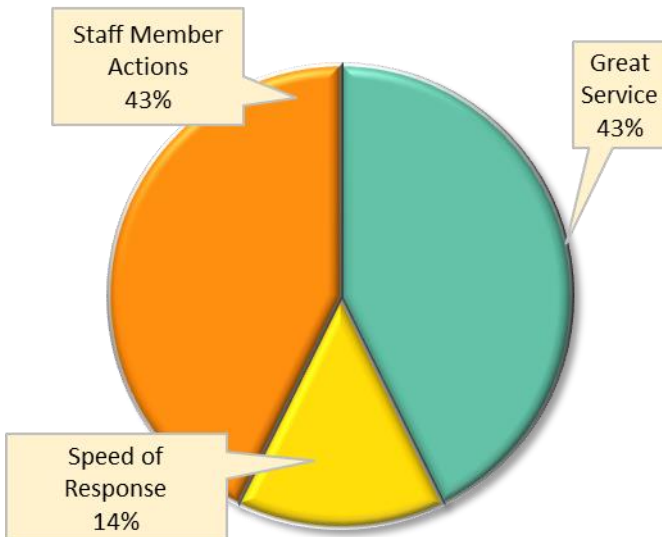


Fig 2: Customer Praise Highlights – April to September 2025

Praise by Category



Half 1 Highlights

During the first half of the year, we received 89 compliments from our customers, reflecting their appreciation for the quality of our services. Here's what stood out:

👏 Great Service

The most frequently mentioned theme, with 38 compliments, praising the helpfulness and professionalism of our teams and the Council overall.

💖 Staff Member Actions

A close second, with 36 mentions, highlighting the dedication, support, and positive attitude of individual staff members who made a real difference.

⚡ Speed of Response

Customers valued our promptness, with 13 compliments specifically recognising how quickly we responded to their needs.

Note: We received 89 compliments initially, however, 2 were later withdrawn as they were intended for partner organisations

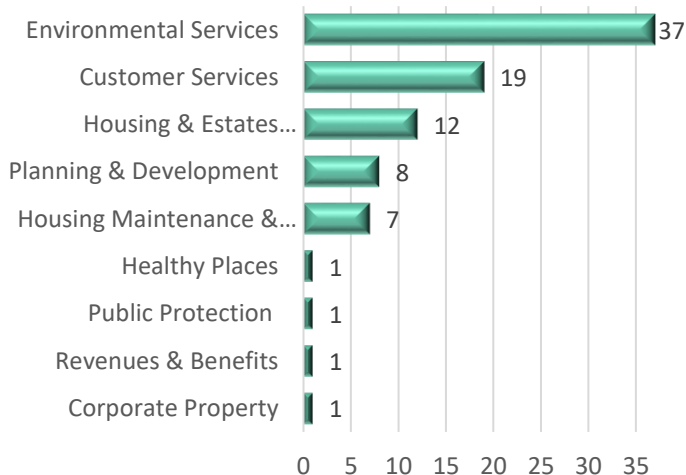
Praise by Business Unit

Compliments Received by Business Unit

Environmental Services received the highest number of compliments, accounting for 43% of all compliments.

- Environmental Services – 43%
- Customer Services – 22%
- Housing Services – 14%
- Planning Development – 9%
- Housing Maintenance & Asset Management – 8%
- Healthy Places, Public Protection, Revenues & Benefits and Corporate Property, all received 1 compliment (4%)

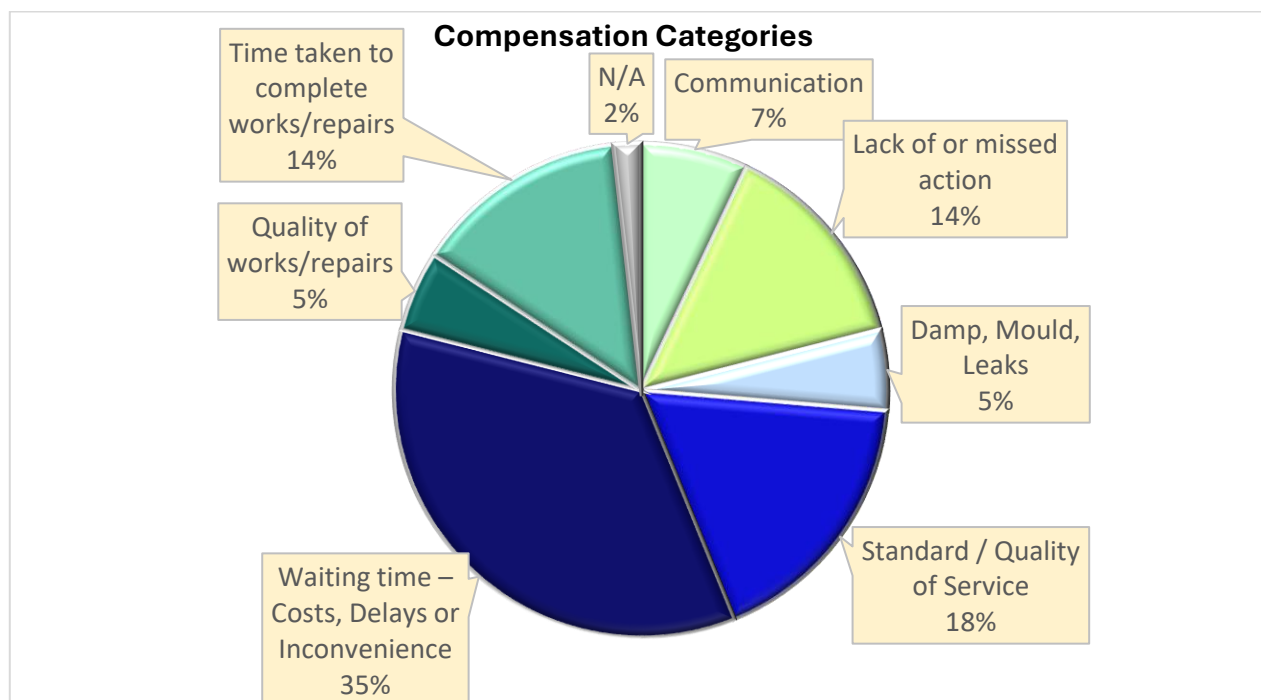
(Total: 87, excluding withdrawn reports).



8. Putting it Right

Compensation serves as a remedy for any inconvenience or distress caused by service failures within the Council's social housing. Each claim will be evaluated individually. The compensation amount will reflect the level of inconvenience, disturbance, and distress experienced due to delays in resolving the issue, and the extent of the Council's responsibility. Additionally, the Council will consider whether the time taken to resolve the problem was excessive.

57 claims were awarded compensation in the period 01 April 2025 – 30 September 2025 (Half 1 2025/26) amounting to a total of £25,533.50; representing a 117.04% increase from the £11,764 paid out during the same period in 2024/25. The chart below shows the percentage of the total awards in each category and the table below displays the costs awarded in each category.



The highest single category is Standard/Quality of Service, accounting for £7,382.13 worth of all compensation paid out across stage 1 and stage 2 complaints this half.

Compensation by Category

| Category | Stage 1 | Stage 2 | Total |
|---|---------|---------|--------|
| Standard / Quality of Service | £6,570 | £811 | £7,382 |
| Waiting time – Costs, Delays or Inconvenience | £6,446 | £25 | £6,471 |
| Time taken to complete works/repairs | - | £5,621 | £5,621 |
| Lack of or missed action | £709 | £2,243 | £2,952 |
| Quality of works/repairs | - | £2,935 | £2,935 |
| Communication | £383 | £250 | £633 |
| Damp, Mould, Leaks | £100 | - | £100 |
| N/A | - | -£562 | -£562 |

9. Customer Satisfaction

In addition to utilising complaints to enhance our services, it is essential to understand how complainants perceive the complaint process itself. Understanding customer satisfaction with our complaint process helps us assess if the Customer Complaints and Feedback policy has been properly followed and if issues are handled fairly. We also seek feedback on the complaint outcome, which informs service improvements; however, satisfaction often depends on whether the complaint was upheld and where complaints have not been upheld, the customer may understandably feel dissatisfied with the outcome.

All completed complaints are evaluated to determine if direct contact with the complainant is appropriate. Exemptions may be made due to factors such as pending legal proceedings, concerns regarding the complainant's wellbeing, or the specific nature of the complaint. Complaints related to Housing are excluded from this procedure, as they are managed independently by the external provider, ViewPoint.

Of the 77 non-Housing Stage 1 complaints received, 32 were deemed unsuitable for review (e.g., due to sensitivity) and were exempted from contact. This resulted in 45 customers being selected for follow-up. Out of these 45, 28 customers participated in a review of their complaint, while 14 did not respond to voicemails or emails, which may suggest limited ongoing concern regarding their complaint. At the time of writing this report, 2 complaints were still yet to be reviewed, and 1 customer disconnected the call.

56% of the complaints due to be reviewed were for Environmental Services, followed by 11% for Street Scene and 7% for Public Protection.

Satisfaction with complaint outcome and process

18 (62%) of the customers spoken with, were satisfied with the outcome, although 5 (17%) remained dissatisfied.

| Satisfaction with the Outcome | | Satisfaction with the Process | |
|--------------------------------------|-----------|--------------------------------------|-----------|
| Satisfied | 18 | OK | 10 |
| Partly satisfied | 4 | Not OK | 7 |
| Dissatisfied | 5 | No comment/can't recall | 10 |
| Unknown | 2 | Not meant to be a complaint | 1 |
| Total | 29 | Total | 28 |

The satisfaction of 2 complaint outcomes was unknown, as one customer didn't respond to a follow-up call and the other complaint concerned tree works due to be completed after the review call and therefore, we couldn't report the complainant's satisfaction with the outcome at this time.

The 5 complaints where individuals expressed dissatisfaction with the outcome related to a range of themes. These included property maintenance concerns, issues around communication and support, costs related to regulatory processes, matters involving housing and waste services, and the condition of privately owned infrastructure.

All customers who were dissatisfied with the outcome also reported dissatisfaction with the complaints process itself. Key themes identified included disappointment in the escalation procedures, a lack of confidence that issues would be resolved satisfactorily, and concerns regarding the logging and acknowledgment of associated complaints. Additionally, some customers felt the responses received lacked a conciliatory tone. Where further discussion was offered, not all customers were able to participate in follow-up meetings. These themes reflect the main areas where customers felt the process could be improved.

Two complainants were satisfied with the outcome but dissatisfied with the process, the reasons for this are as follows:

- One complainant expressed concern that the officer who made the decision being complained about, was also the officer reviewing their own decision. It should be noted that only two senior officers could review the complaint, and both had been involved in the case.
- The second complainant didn't think the online form had gone through because they didn't get an acknowledgment or reference number, and so they also phoned to make the complaint.

Most customers, however, did not raise any issues with the complaints process: ten were satisfied, although customers did question why a complaint had to be made to resolve the issue, and ten customers made no comment.

The Customer Satisfaction Officer (CSO), completed follow-up actions for 14 of the customers, predominantly passing on new information about the complaint to officers, and progressing further work for them, as well as calling them back with requested information about the complaint.

Positive feedback was consistently received regarding the review call, even if the customer was unhappy with the complaint outcome and or process. They felt it was courteous and welcoming.

Lessons Learned

The complaint review process highlights the need to ensure follow-up commitments made in the complaint response are carried through and recorded.

Although there are templates for complaint responses, there are varied styles of letter writing. We are investigating training options for delivering greater consistency of complaint responses.

The complaint reviews have provided valuable feedback about online services including availability of information on the website and ease of accessing it. These are being addressed.

Customers mentioned a preference for speaking with 'a human'. In several instances, customers were relieved to have had contact with a named officer and were then complimentary about the officer's handling of the complaint.

All data in this report is drawn from a live system and may be updated periodically; as such, figures are subject to change. All suggestions, compliments and stage 1 complaints data is correct as of 21/10/25. All stage 2 complaints data is correct as of 28/10/25.

Use of Microsoft Co-Pilot: Microsoft Co-Pilot was utilised in the preparation of this report to enhance its accessibility for a wide range of audiences.