

COMMENTS AND COMPLAINTS
WDA/23/25

Recommendation

That Members:

- 1) Note the findings in the comments and complaints report for 24-25.

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COMMENTS AND COMPLAINTS

WDA/23/25

Report of the Chief Executive

1. Purpose of the Report

- 1.1 This report seeks Members Note the findings in the comments and complaints report for 24-25

2. Background

- 2.1 The Authority endeavours to provide its stakeholders with quality services at all times. It recognises, however, that there may be areas where these services can be improved or occasions when they fail to meet the expectations of customers. The comments and complaints procedure is provided to deal with comments and complaints received from stakeholders in a fair and consistent manner.
- 2.2 The Authority maintains a bespoke comments and complaints system to manage comments and complaints that come in. Complaints can be submitted through a web form, via email or by phone. All complaints are investigated and appropriate corrective action taken where necessary.
- 2.3 A comment / complaint is an expression (of satisfaction, dissatisfaction or a suggestion) by one or more members of the public about the Authority's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Authority itself or a person or body acting on its behalf.
- 2.4 Whilst SLT regularly review comment and complaint information, the external auditors recommended that Members should also be provided with complaint information at least annually.

3. Strategic Themes and Outcomes

- 3.1 Appendix 1 – Comments and Complaints 23-24 and 24-25, details the comments and complaints received during the last two financial years. The

report looks at any common themes and trends from the data we have. An overview of the findings is detailed below.

3.2 Comments and complaints have been split into categories, these are currently:

- HWRC operations
- Veolia staff
- MRWA staff
- Van booking system
- HWRCs materials accepted (lack of)
- Kerbside materials accepted (lack of)
- Wilton facility
- Corporate – MRWA
- Closed Landfill Sites

3.3 Observations: Overall Complaint Trends

The headline figures indicate a negative trend in overall complaints:

Total Complaints: Increased from 36 in 2023/24 to 50 in 2024/25.

Negative Complaints: Increased from 23 in 2023/24 to 35 in 2024/25.

Positive Comments: Decreased from 10 in 2023/24 to 7 in 2024/25.

Neutral Comments: Increased from 3 in 2023/24 to 8 in 2024/25.

3.4 In summary, the 2024/2025 period shows an overall increase in complaints compared to 2023/2024, with a rise in both negative and neutral feedback, while positive comments declined.

3.5 Total number of complaints has increased from 36 in 23/24 to 50 in 24/25. While that is a 39% increase, our HWRCs receive an average of 500 visitors a day. That is nearly 3,000,000 visits across all sites each year.

4. Moving Forward

4.1 Members are asked to note the findings in the comments and complaints report for 24-25, found in Appendix 1.

4.2 The number of complaints received has increased from 23/24 to 24/25, however these numbers remain relatively low. We will continue to monitor complaints to look for additional trends.

- 4.3 As part of our IT transformation programme, we are developing a Client Relationship Management (CRM) system. This will enable us to expand reporting on comments and complaints moving forward.

5. Risk Implications

Identified Risk	Likelihood Rating	Consequence Rating	Risk Value	Mitigation
Number of complaints increases	2	3	6	Monitoring type and themes of complaints received and work with contractors on any commonalities.
Failure to respond appropriately to complaints received	2	4	8	Complaints procedure details process and timescale for responding to complaints.

6. HR Implications

- 6.1 None directly associated with this report.

7. Environmental Implications

- 7.1 None

8. Financial Implications

- 8.1 There are no financial implications tied specifically to this report.

9. Legal Implications

- 9.1 There are no legal implications associated with this report

10. Conclusion

- 10.1 The number of complaints received has increased from 23/24 to 24/25, however these numbers remain relatively low. The main area for complaints is HWRC operations and Veolia staff, although the HWRC sites receive approximately 500 visitors per day so the number of complaints received is relatively small as a proportion of the total number of visits to the sites.
- 10.2 We will continue to track complaints and comments and identify trends or problem areas.
- 10.3 It is recommended that Members:
 - Note the findings in the comments and complaints report for 24-25.

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The background documents to this report are open to inspection in accordance with Section 100D of The Local Government Act 1972 - Nil.