

2023-2024 Annual Complaints Report

Complaints received 2023 -2024



Stage 1 reason

Cause	Total
Service not delivered	93
Dissatisfaction with policy or decision	71
Poor quality service	46
Dissatisfaction with customer service	20
Delay in providing service	14
Signposted to another organisation	9
Incorrect information given	1

Stage 2 reason

Cause	Total
Dissatisfaction with policy or decision	12
Service not delivered	6
Poor quality service	2
Dissatisfaction with customer service	1

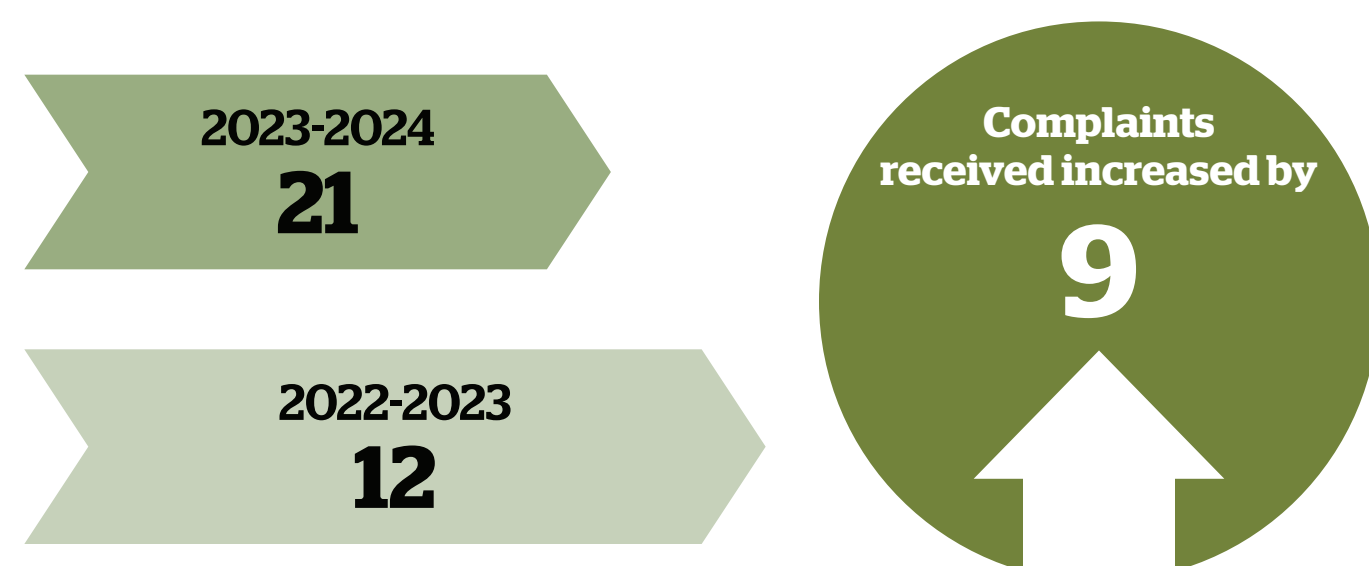
Comparison with 2022-2023



Stage 1 complaints comparison with 2022-2023



Stage 2 complaints comparison with 2022-2023



Stage 1 comparison chart

	Stage 1 responded to in time (10 working days)	Upheld	Compensation complaints	Compensation paid	Complaints with policy changes	Average response time (days)
2023-2024	69%	77 (30.3%)	2 (0.8%)	£56	0	11.2
2022-2023	87%	100 (35.2%)	3 (1%)	£15	0	10.4

Stage 2 comparison chart

	Stage 2 responded to in time (10 working days)	Upheld
2023-2024	17 (81%)	4 (19%)
2022-2023	8 (66.7%)	4 (33.3%)

Breach reasons (added to the complaints reporting procedure from January 2024)

Investigation officer not responded in time due to workload pressures	3
Extension agreed with the complainant	2
Investigation dealt within deadline but closed in our complaints management system after the deadline	2
Delay establishing responsible service officer to reply to the complaint	1

Ombudsman comparison with 2022/2023

	Received
2023-2024	0
2022-2023	15

Ombudsman complaints received decreased by 15

2023-2024 Stage 1 breakdown by Service with comparison to 2022-2023

	2023-2024			2022-2023		
	Complaints received	Upheld	Average days to complete	Complaints received	Upheld	Average days to complete
Veolia	56	22 (39.3%)	5	68	32 (47%)	5
Housing	51	23 (45.1%)	25	21	11 (52.3%)	33
Development Management	24	8 (29.6%)	10	11	1 (9%)	26
Waste and Recycling	23	8 (34.8%)	6	28	11 (39.2%)	10
Revenues	21	6 (28.6%)	3	56	24 (42.9%)	7
Parks and Open Spaces	18	3 (16.7%)	13	19	1 (5.2%)	9
Parking Service	15	2 (13.3%)	8	32	6 (18.7%)	6
Environmental Health	16	2 (12.5%)	10	7	3 (42.8%)	13
Benefits	9	5 (55.6%)	11	9	3 (33.3%)	15
Democracy and Governance	6	0 (0%)	15	12	0 (0%)	9
Transport and Infrastructure	3	0 (0%)	10	5	0 (0%)	8
Licensing	3	3 (100%)	10	0	-	-
Multiple Service	2	0 (0%)	16	0	-	-
Leisure	2	0 (0%)	10	4	0 (0%)	13
Building Control	3	0 (0%)	6	1	1 (100%)	6
Customer Services	1	1 (100%)	4	7	5 (71.4%)	11
Mayor's Office	1	0 (0%)	1	1	1 (100%)	11
Market	0	-	-	3	1 (33.3%)	6

2023-2024 Stage 2 breakdown by Service with comparison to 2022-2023

	2023-2024			2022-2023		
	Complaints received	Upheld	Average days to complete	Complaints received	Upheld	Average days to complete
Veolia	8	3 (37.5%)	5	3	1 (33.3%)	1
Development Management	6	0 (0%)	10	2	0 (0%)	10
Waste and Recycling	3	1 (33.3%)	3	1	0 (0%)	176
Democracy and Governance	1	0 (0%)	9	0	-	-
Parking Service	1	0 (0%)	13	3	1 (33.3%)	5
Parks and Open Spaces	1	0 (0%)	14	0	-	-
Housing	1	0 (0%)	33	0	-	-
Revenues	0	-	-	2	1	15
Facilities Management	0	-	-	1	1	48

Reclassified Service requests

These are a summary of the types of complaints submitted by customers which are not considered complaints. For example, these could be service requests or customers wishing to challenge fines which are handled via a separate appeals process.

2023-2024	2022-2023
496	420

Examples:

- Traffic complaint for Hertfordshire County Council way traffic at cross junctions
- Request for a replacement bin timetable
- Challenge a parking fine
- Complaint about Watford Community Housing

Service improvements

These are a summary of the service improvements made as a result of the learning from our complaints received.

- Improved education and access to information for customers about what can go into their bins
- Enhanced cleaning regime at Cassiobury Hub following specific complaints
- Review and update of parking permit website information following feedback
- Review of the Council Tax moving in form following feedback
- Reminders to recycling crews to return bins correctly after emptying them