

Quarterley Complaints/Compliments stats
ES back office team – April/May/June 2017

	April	May	June
Complaints	0	0	0
Compliments	2	8	2

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints April			
Compliments April			
1832573	04/04/17	Environmental Services	Programme Manager for Environmental Services wanted to thank the Monitoring & Performance Officer & the admin staff as he does not recall having achieved a Substantial assurance rating ever before from auditors. Well done to all for their hard work & the reconsiliation of the weight tickets.
1836496	06/04/17	The Homestead, Mountsorrel	Resident wanted to thank the Contracts Manager for arranging remedial action by the contractors so promptly. The resident called in at Castle Gardens and not only saw that the setts had been returned to their original location but also that the contractors were cementing them.

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints May			
Compliments May			
1860290	05/05/17	6 Lindisfarne Rd, Syston	Resident called to thank Environmental Services admin staff for help in dealing with the issues for her Mothers assisted collection and for arranging for her missed garden wheelie bin to be emptied in the

			contract officers absence.
1864748	11/05/17	Springfield Close, Burton on the Wolds	Cllr called to thank the Environmental Services admin staff with regard to trying to resolve the issues around the cutting of the grass on Springfield Close in Burton on the Wolds, she stated that Environmental Services admin was very responsive in trying to clarify who is responsible for cutting the grass on Springfield Close.
1864242	11/05/17	Leicester Rd, Loughborough	Resident rang to say thank you for arranging to empty his bin when it was missed and also for changing the bin so promptly as the main body had split - he says he wanted to ring and thank Environmental Services back office for their help with these issues.
1866189	12/05/17	The Romans, Mountsorrel	Resident called to thank a contract officer for Environmental Services with regard to arranging a replacement wheelie bin so quickly.
1869935	17/05/17	Stirling Avenue, Loughborough	Resident would like to thank a Contract Officer for Environmental Services for the service provided. Resident is happy, that he received his bin and bags.
1875410	24/05/17	Garendon Rd, Loughborough	Resident called in wanting to Compliment a contract officer for Environmental Services for efficiently replacing the bins at plot 2 allotments on Beacon Road and wanted to pass on her thanks for doing so.
1880126	31/05/17	Buckingham Drive, Loughborough	Resident would like to thank a contract Officer for Environmental Services for sorting out the issue of the exposed drain cover at Jubilee Park so quickly and efficiently.
1880660	31/05/17	The Chase, East Goscote	Resident called to thank Environmental Services back office as he has lived in his property for 30 years and never had an issue and just wanted to say what a fantastic job they do.

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints June			
Compliments June			
1881080	01/06/17	Maitland Ave, Mountsorrel	Resident called with on-going issues surrounding her assisted collection, she is disabled and lives alone but stated how helpful one of the contract officers in Environmental Services has been with arranging the assisted collection and resolving the issues.
1890915	13/06/17	17Ashmead Cres, Birstall	Resident called in to thank one of the contract officers in Environmental Services for having the alley way at the side of Sibson Road swept. He commented that she always has work completed quickly.