

**Quarterley Complaints/Compliments stats**  
**Cleansing & Open Spaces back office team – July/August/September 2017**

	July	August	September
<b>Complaints</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Compliments</b>	<b>4</b>	<b>3</b>	<b>1</b>

Reference number	Date Received	Area	Details of Complaint / Compliment
<b>Complaints July</b>			
1931065	26/7/17	Castlegate Avenue, Birstall	Resident received an invoice in April 2017 stating that £28.00 for garden waste service would be debited from her account, which she had not agreed to pay. In 2016 she received a direct debit advance notice stating the new prices for the garden waste service and the amounts to be charged for direct debit payments in April of 2016, 2017 and 2018. She believes that, despite sending customers information on the future prices of services, the council can then charge what they want, with no explanation or apology.
<b>Compliments July</b>			
1909793	3/7/17	Hillcrest Drive, Loughborough	Resident just wanted to pass on thanks for sorting the new garden bin. It arrived today and the guys took away the old full one. Top marks for customer service. Resident was telling his wife how very polite and courteous Cleansing back office were to deal with and for that I thank you. Keep up the good work, it is appreciated
1915348	7/7/17	Beacon Road, Loughborough,	Resident would like to place on record their thanks to Customer Support and the operatives in the CBC Cleansing Department for the prompt and efficient way they dealt with their complaint regarding fresh graffiti on a cable box outside our house at the junction of Park Road and Beacon Road in Loughborough. The Resident made a call to the

			Cleansing Department last week and there followed two wet days when it would not have been possible to do the work. The following day the team came and cleaned down the graffiti to return the box to its original state. Please pass on my appreciation for a job well done to those involved.
1921676	14/7/17	Knightthorpe Road, Loughborough	Compliment for Cleansing Back office, Many thanks for dropping in with the portfolio and your help during the past few weeks leading up to Bloom.
1924440	18/7/17	76 Atherstone Road, Loughborough,	I'm just writing in to compliment the section about the brilliant idea to put stickers on Garden Waste Bins to signify that payment has been received. Anyway please record my congratulations/compliment for whoever thought of the scheme!

Reference number	Date Received	Area	Details of Complaint / Compliment
<b>Complaints August</b>			
1950643	18/8/17	Alston Drive, Loughborough	Resident is unhappy how his Stage 0 Complaint with regard to the Garden Waste changes was dealt with and specifically the response from the departments manager. The resident feels that the manager had not directly answered the questions he had raised and now feel's fobbed off by the response. Resident is also unhappy that he requested a response by email only and his wife received a telephone call from an officer from the department relating to the complaint.
<b>Compliments August</b>			
1950372	17/8/17	Unknown	I am writing to say a big thank you to the Council and to your Cemeteries Officer for all the help and assistance she has given me in my search for my late brother's grave which has been located in Loughborough cemetery. He was buried in an unmarked grave and

			<p>the family seldom spoke about it. I decided that I must find the grave and install a headstone but could not locate it. However having spoken to the Cemetery Officer she got out old maps and working with her two assistants eventually located the grave and I was able to visit last week - the first time a family member had been there for 77 years which as you can imagine was very emotional.</p> <p>So a big thank you to a caring council and to the Cemetery Officer for going the extra mile and making this happen.</p>
1950147	18/8/17	Middleton Place, Loughborough,	Resident would like to thank CBC for responding to Tweets that were sent to @OldRectoryLboro concerning needles found in the grounds, and thank you very much indeed, for proposing to increase maintenance at the site.
1950141	18/8/17	Rectory Place, Wymeswold	Counsillor compliment with regard to how quickly Cleansing back office responded to her enquiry regarding the maintenance of a watercourse in Burton on the Wolds that CBC are responsible for. Counsillor stated that as a section Cleansing were quick to respond and thanked the officer who was dealing with the enquiry.

Reference number	Date Received	Area	Details of Complaint / Compliment
<b>Complaints September</b>			
1979685	26/9/17	Leicester Road, Loughborough	Resident is unhappy about where staff are parking at the Cemetery while memorial testing is taking place.
<b>Compliments September</b>			
1970420	13/9/17	Victoria Street, Loughborough	Resident has rung to say thank you to an officer in Cleansing back office for resolving the issues with regard to the large Euro bins. All the bins were full & overflowing and the Resident is pleased with how quickly the issue was resolved.