

**Quarterley Complaints and Compliments stats  
IDVerde – April/May/June 2017**

	<b>April</b>	<b>May</b>	<b>June</b>
<b>Complaints</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Compliments</b>	<b>2</b>	<b>1</b>	<b>0</b>

<b>Reference number</b>	<b>Date Received</b>	<b>Area</b>	<b>Details of Complaint/Compliment</b>
<b>Complaints April</b>			
<b>Compliments April</b>			
1836496	06/04/17	The Homestead, Mountsorrel	Resident wanted thanks passed to Idverde for taking remedial action for Castle Gardens after the vandalism. The resident called in at the Castle Gardens and not only saw that the setts had been returned to their original location but also that the Idverde were cementing them.
1853719	27/04/17	St Peters Court, Syston	The residents at St Peters Court asked that their praise is passed on to the new grounds maintenance contractor. They said that it is a massive improvement on previous works and felt it was only right to pass on their good words for the improvement.

<b>Reference number</b>	<b>Date Received</b>	<b>Area</b>	<b>Details of Complaint/Compliment</b>
<b>Complaints May</b>			
<b>Compliments May</b>			
1864640	11/05/17	Queens Park, Loughborough	Residents live in Kimberley in Nottinghamshire and visit

			<p>Loughborough regularly as they love the town.</p> <p>The residents took a packed lunch and sat near to the Carillon in Queens Park. The residents were amazed at the floral display and stated that someone has worked very hard to do Loughborough proud.</p>
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Reference number	Date Received	Area	Details of Complaint/Compliment
<b>Complaints June</b>			
<b>Compliments June</b>			