

Quarterley Complaints/Compliments stats
Serco – April/May/June 2017

	April	May	June
Complaints	1	1	1
Compliments	3	3	8

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints April			
1853198	27/04/17	Loughborough Rd, Birstall	Resident unhappy and reported that two pillars have been damaged by Serco. Resident states that the tiles have been repeatedly damaged by the bins and is not prepared to repair them at their expense again. Resident states that the lack of service they received throughout their complaint process has been appalling and has already taken up far too much of their time.
Compliments April			
1842496	13/04/17	Rectory Lane, Thurmaston	'Thank You' to two of the bin men collecting the black bins on Rectory Lane, Thurmaston today (Wed 12.4.17). Residents neighbour has been poorly in hospital for some time and they had noticed that his bin had not been out for a few collections. They made enquiries with the resident to make sure everything was okay as neighbour is not on their list which resident thought was a really nice gesture. Resident wanted operatives to have some recognition as they took the time and trouble to make enquiries about the neighbours well being.
1845505	19/04/17	Beacon Rd, Loughborough	Resident passed on thanks to the bin operatives on the Garden Waste collection lorry yesterday 18th April 2017. They brought the bin an emptied it

			for her.
1848574	21/04/17	Sandicre Drive, Syston	Resident sent huge thanks to the bin operatives that rushed to her Mothers aid when she fell and hurt herself on Sandiacre Drive Yesterday (20th April). She hurt herself quite badly but the operatives picked her up helped her & put her shoe on and stayed with her to make sure she was ok. They offered her a lift home (although she refused).

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints May			
1862888	09/05/17	Thorpe Field Drive, Thurmaston	Customer reported Serco employee for abusive behaviour on in April 2017, He says that the employee in question jumped out of a Serco vehicle shouting abuse at the customer saying he owed him money. He said the serco employee threatened him. Environmental Services asked Serco to investigate and the Supervisor responded saying that the two parties have an ongoing fueding history and claimed that the customer allegedly stole a vehicle from the Serco employee. He also said that the employee was not in the vehicle and it was the customer who approached the employee, therefore no further action could be taken.
Compliments May			
1861177	08/05/17	Durham Rd,Loughborough	Resident left various items out for collection today. There were a few things that hadn't been logged, but the Serco operatives took them anyway. Resident would like to thank the operatives for using their initiative and doing a fantastic job.
1864242	11/05/17	220 Leicester Rd, Loughborough	Resident rang to say thank you for emptying his bin yesterday 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 everyone for their help with these issues.
1880660	31/05/17	The Chase, East Goscote	Resident called to thank Serco 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 as they are always out there rain or shine and need the praise.

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints June			
1901688	27/06/17	Victoria Street, Loughborough	Resident unhappy that they are complaining again after her stage 0 complaint was not resolved. Resident complaining again regarding non collection of the bins on Victoria street in Loughborough leading to overflowing bins waste left on the floor by the bin men and the attraction of vermin. Resident is 6 months pregnant and has H&S concerns.
Compliments June			
1888543	12/06/17	Fielding Rd, Birstall	Resident called to thank the bin operative for returning her bin for assisted collection as previously it had not been done.
1896426	20/06/17	Bishop St, Loughborough	Resident rang last week to report Bishop Street and Bromhead Street were in need of cleaning and clearing up general rubbish. Wanted to say Thank You very Much for doing this so promptly.
1898839	22/06/17	Leopold St, Loughborough	Resident wanted to say a huge thank you to the bin men who collected their bins during student clear out Saturday.
1899666	22/06/17	Sanders Rd, Quorn	Resident called CBC on 21-06-17 to report GWB damaged and was advised this will be dealt with within 5 working

			days but Serco were at his property with 24 hours of him reporting it. He is so pleased with the service he received.
1901143	23/06/17	Maxwell Drive, Loughborough	Resident called to send a huge thank you to their local bin men. Resident stated that they are always so friendly and helpful. Resident stated that they work shifts and sometimes forget to pull the bin down the drive and they still always empty it. Resident stated that they do an excellent job and go above and beyond what's expected of them.
1902728	26/06/17	Turner Close, Quorn	Resident stated that their garden waste bin had split on Thursday but a new one was received on Saturday.
1906006	29/06/17	Mountsorrel Lane, Rothley	Resident wanted to say how good their refuse collector is, he always shuts the gates & ensures the bin is put back and generally takes care of thier property and the surrondings which is very unlike previous operators who have caused damage in the past to his gates and property. Resident stated that the operative are an absoulte assest and a credit to Serco & Environmental Services at CBC.
1908263	30/06/17	Freehold St, Shepshed	Resident stated that the operatives that swept all through the jitty way and along the top of Freehold Street did a really good job.