

Quarterley Complaints/Compliments stats
Serco – July/August/September 2017

	July	August	September
Complaints	1	1	0
Compliments	2	3	3

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints July			
1914101	6/7/17	Gwendolin Avenue, Birstall,	Resident unhappy as, despite phoning previously, the contractors are still leaving the bins thrown onto the driveway. This is now happening down the entire street with the GWB and resident is very angry that this is happening despite being contacted to say that it shouldn't happen again. Resident is also angry as if he doesn't present his bin properly, his bin doesn't get emptied but the contractors do not return it properly so he does not see how that is fair
Compliments July			
1924703	19/7/17	Melton Road, Barrow Upon Soar,	Resident wishing to compliment Serco for prompt collection of mattress for bulky item collection and for closing the gate after. Also the refuse collectors are very helpful.
1931341	27/7/17	Sparrow Hill, Loughborough	Resident wanted to say thank you for the service the crew on Sparrow Hill is providing, all the customers are very happy and very thankful that they have such a great service.

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints August			
1943270	10/8/17	Field Street, Shepshed,	Resident has had multiple missed sack collections from his property. He called

		Loughborough	Cleansing again on 4th Aug and back office sent him a letter advising him of the collection day and process, which was scheduled for 8th Aug. Unfortunately, Mr Williams has called again today as his sacks were missed again yesterday. He is very frustrated with CBC.
Compliments August			
1935969	2/8/17	Ruskin Avenue, Syston,	Resident wants to make it known that the waste contractors are a fantastic team, always polite and obliging and always happy. She feels they are a credit to the council and would like this to be fed back to them.
1948370	16/8/17	Cradock Drive, Quorn, Loughborough,	Resident rang on Monday regarding her slashed garden bin that needed replacing and has rang today to say "thank you" as Serco operatives have just been out and replaced it for her - Excellent service. Caller says she was really impressed how quickly the new one was sent out.
1955668	24/8/17	Barden Close, Loughborough	Resident states they are very pleased with the service from Charnwood BC. Resident recognize some of the collectors who collect on their street, they have been collecting for years. They are polite, cheerful and careful. They never leave rubbish around the street.

Reference number	Date Received	Area	Details of Complaint / Compliment
Complaints September			
Compliments September			
1961828	1/9/17	Yew Tree Close, Barrow Upon Soa	Resident would like to make aware that she is incredibly impressed with the fact that the contractors return within 24h if they miss the bin, and she would like to comment on how efficient it is that we are able to check ourselves if there were

			any access problems, very happy with the service.
1976889	21/9/17	Church Leys Avenue, Rearsby	Resident and his wife were driving from Sileby to Ratcliffe, Broom Lane Rearsby along the route there was the odd bag at the side which they realised was rubbish. A man from Serco was working on his own litter picking. Resident says he was "doing a damn good job". Resident said it was a pleasure to see and it was appreciated as it makes a difference going out and not seeing all the litter.
1979244	25/9/17	Wallis Close, Thurcaston,	Resident wanted to thank the contractors for doing such a great job and for collecting his bulky item, and for making it so effortless.