

Feedback Information

1st January 2021 – 31st March 2021.

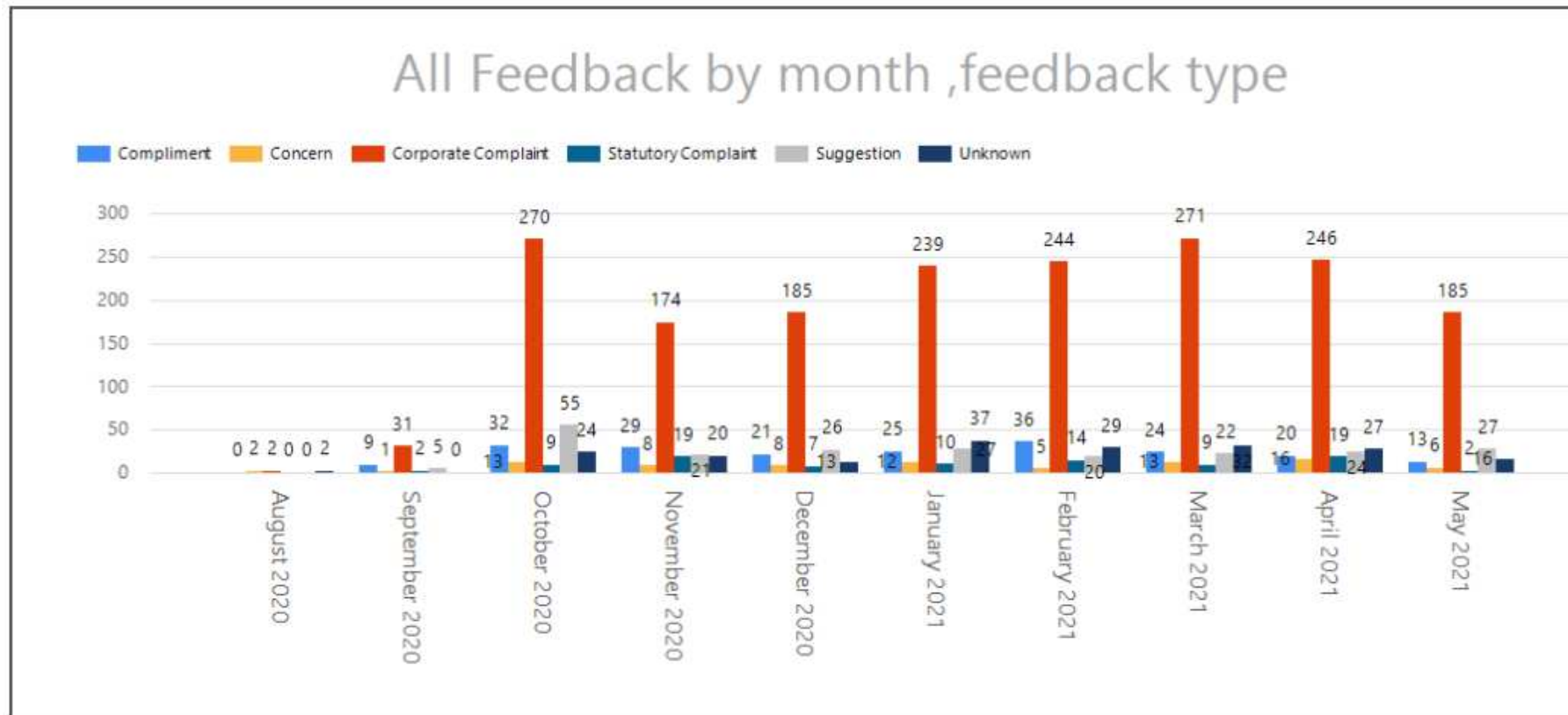
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Overall Feedback

C360 went live on 28th September 2020.

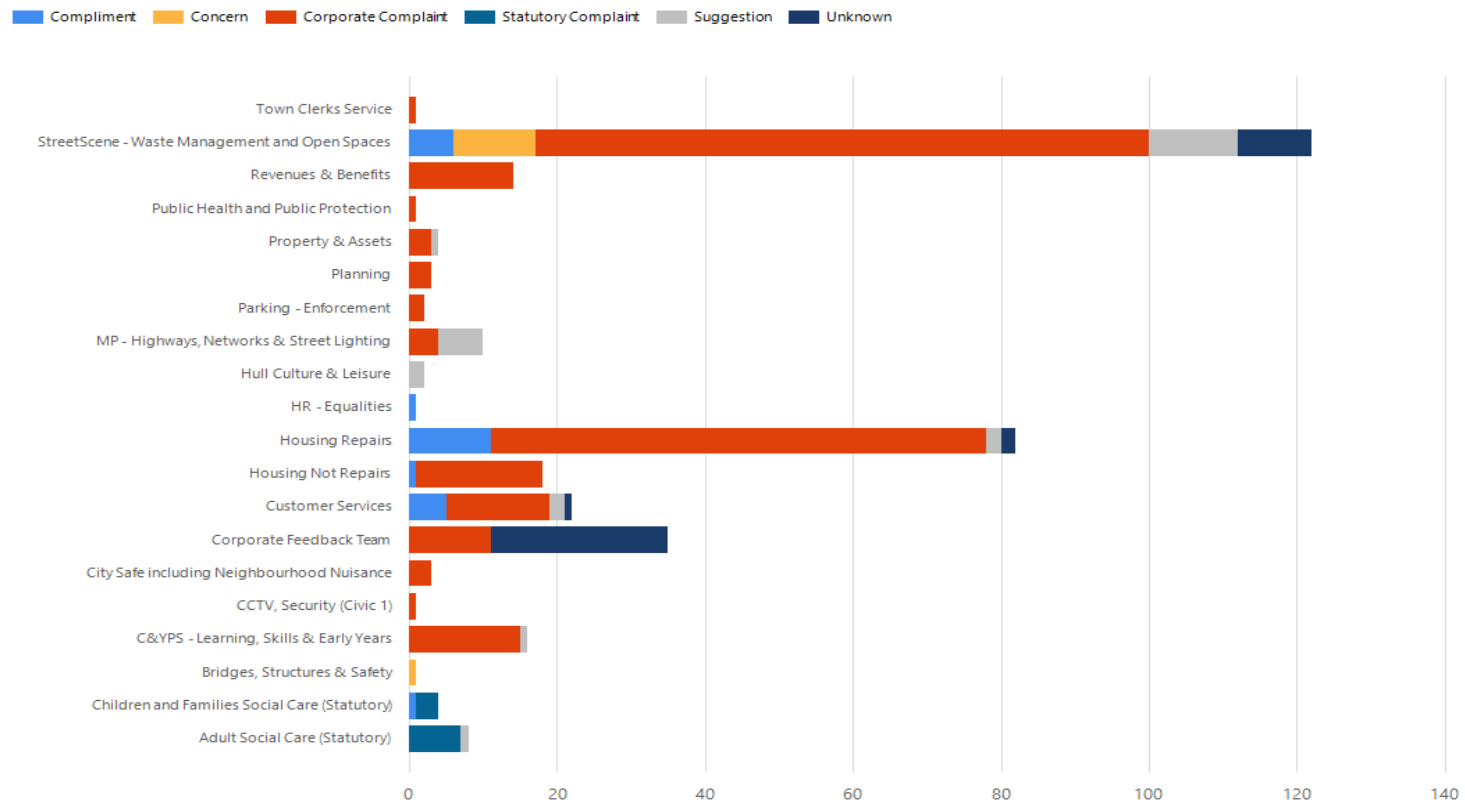
'Unknown' in the below is Stage 2 requests.



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January 2021

Unknown = Stage 2

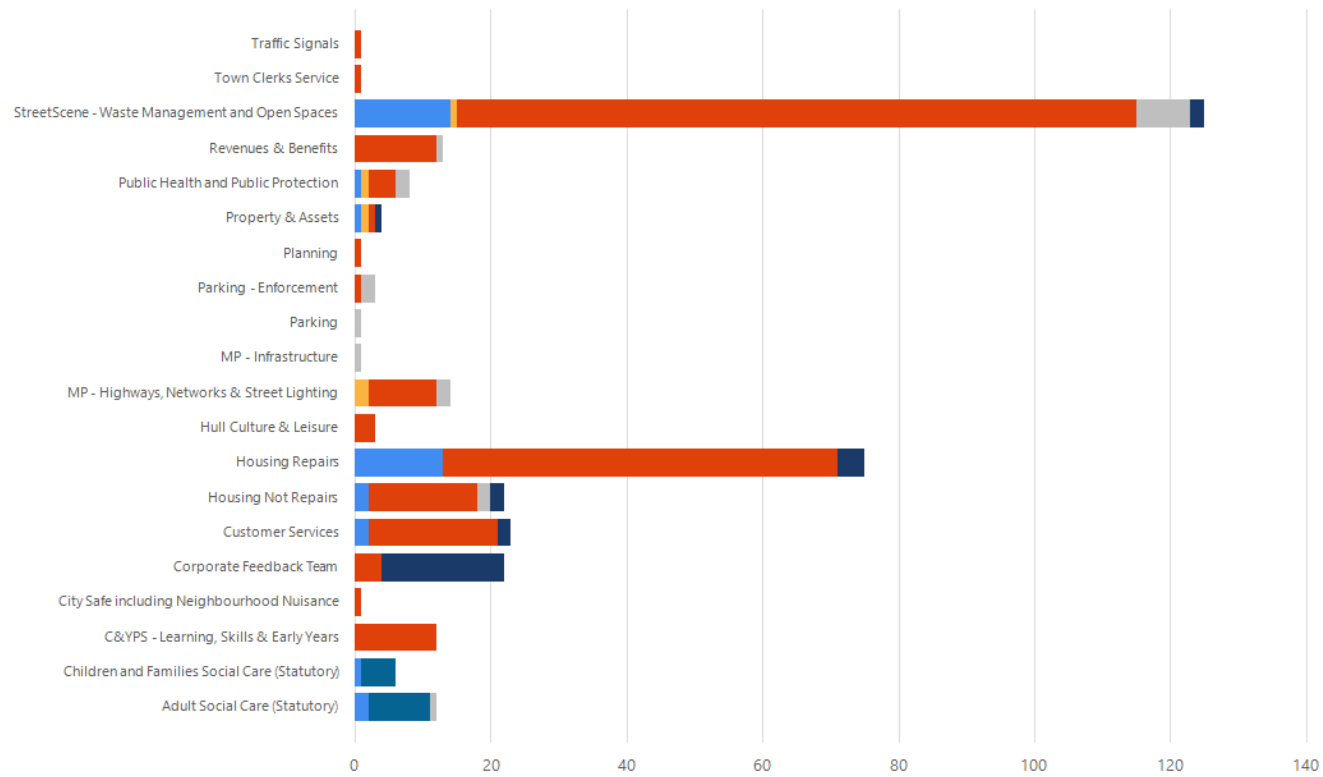


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February 2021

Unknown = Stage 2

■ Compliment
 ■ Concern
 ■ Corporate Complaint
 ■ Statutory Complaint
 ■ Suggestion
 ■ Unknown



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Street Scene Waste – Breakdown February 2021

Chart Title

Business Process Id



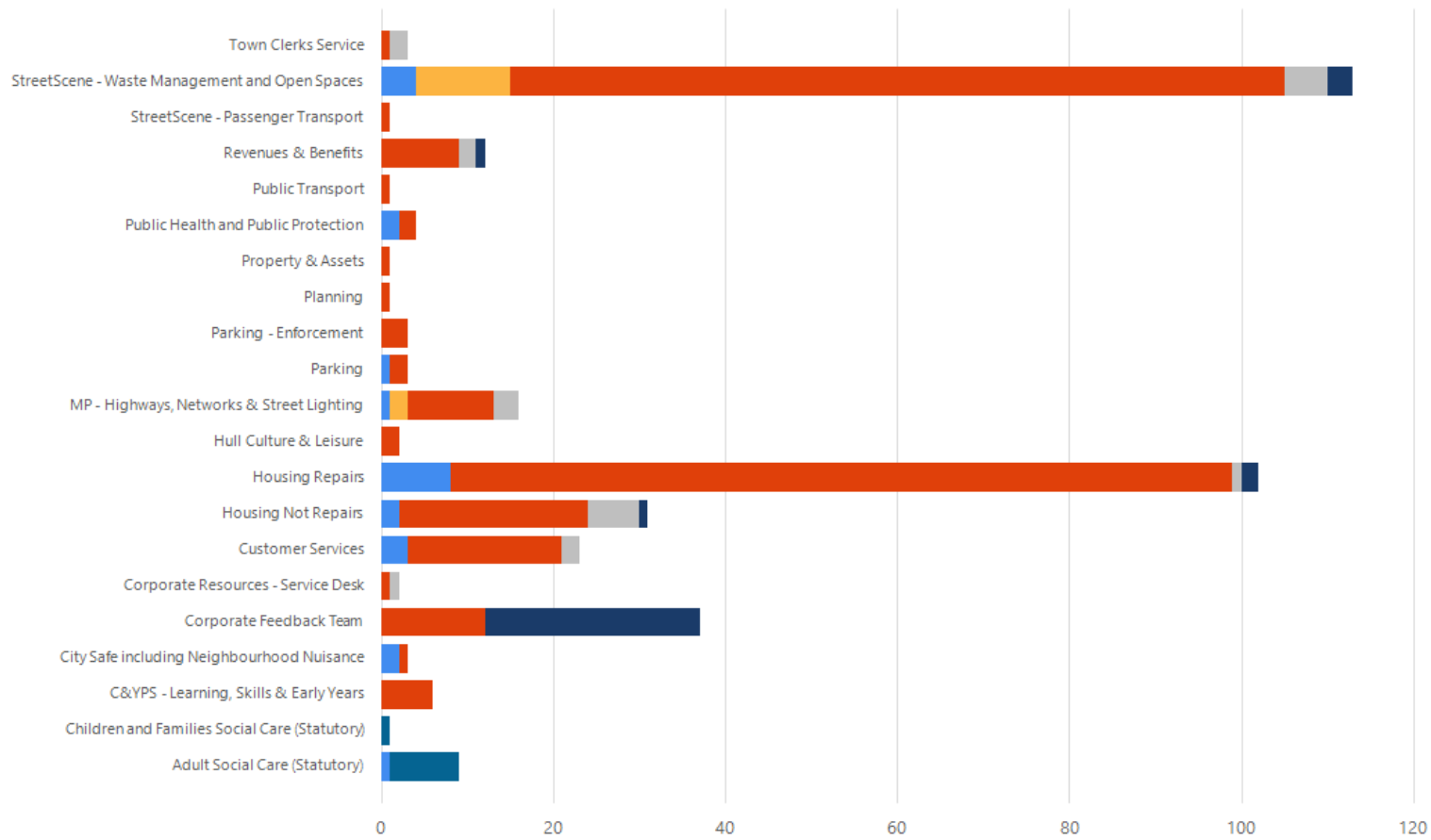
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This page gives a breakdown of the service area.

March 2021

Unknown = Stage 2

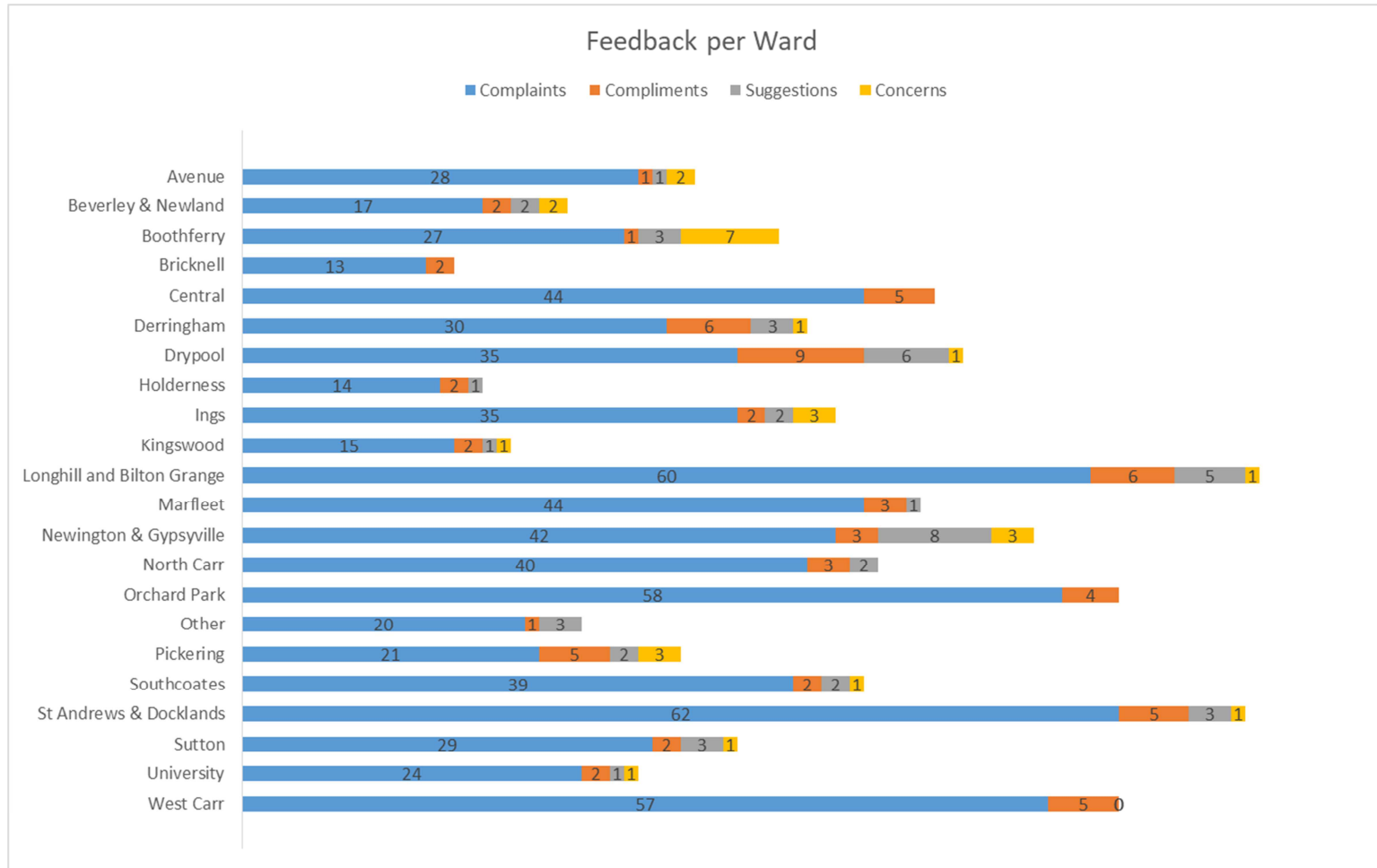
Compliment Concern Corporate Complaint Statutory Complaint Suggestion Unknown



Stage 2

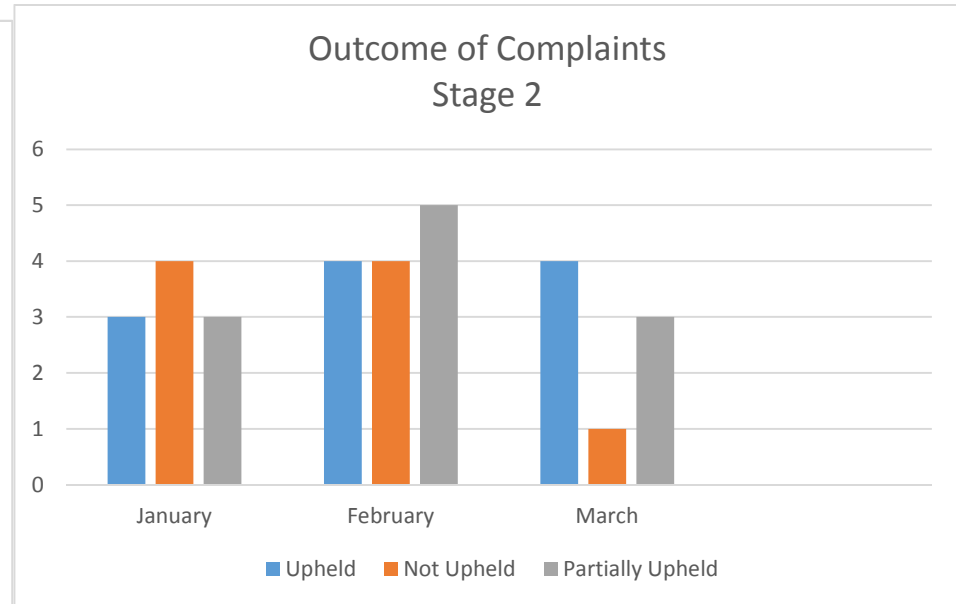
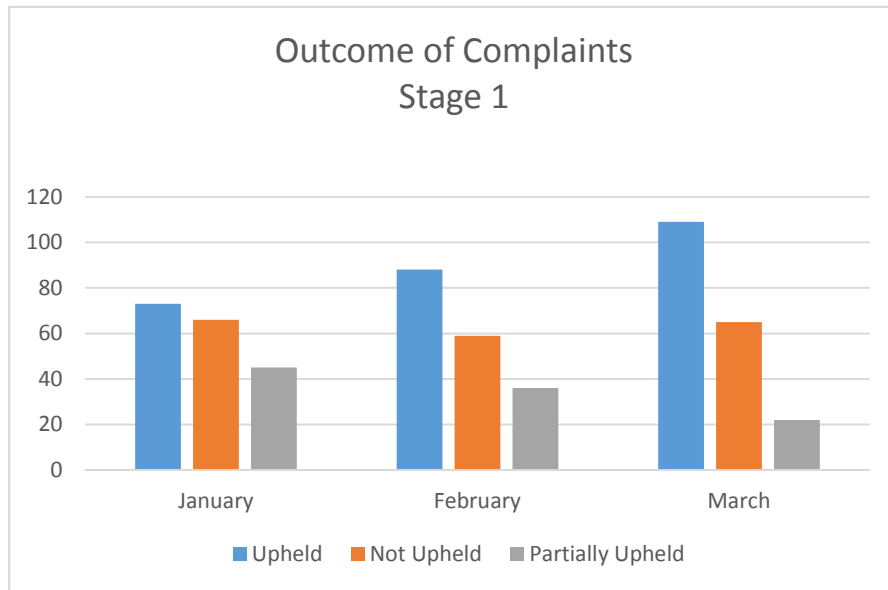


The above graphs show the number of Stage 2 investigations which were carried out.

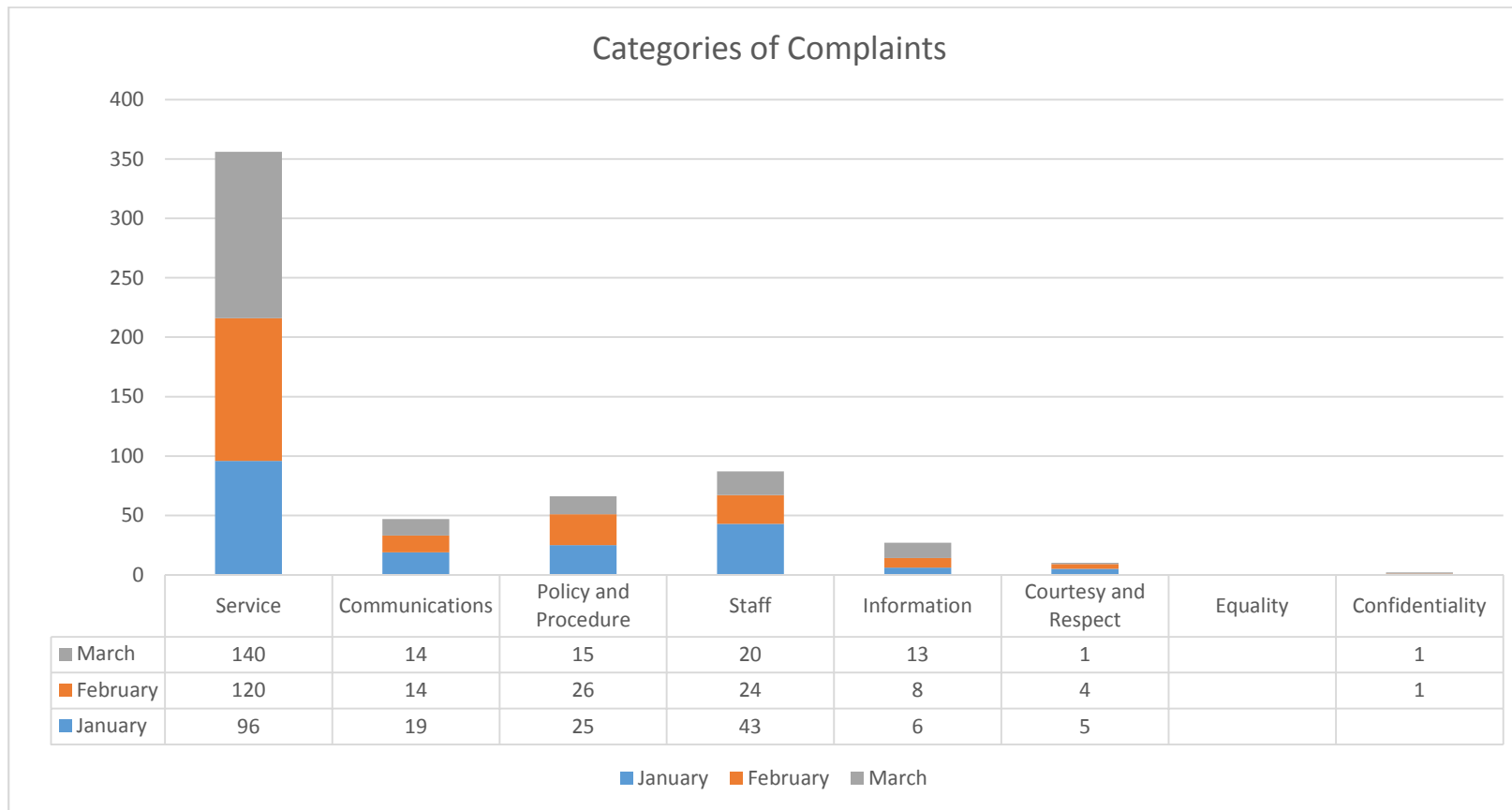


Locations are recorded against the home address of the customer, however as the largest proportion of complaints are regarding issues at home (eg housing issues, waste issues) we can draw the conclusion that these figures are an accurate representation of where most complaints are.

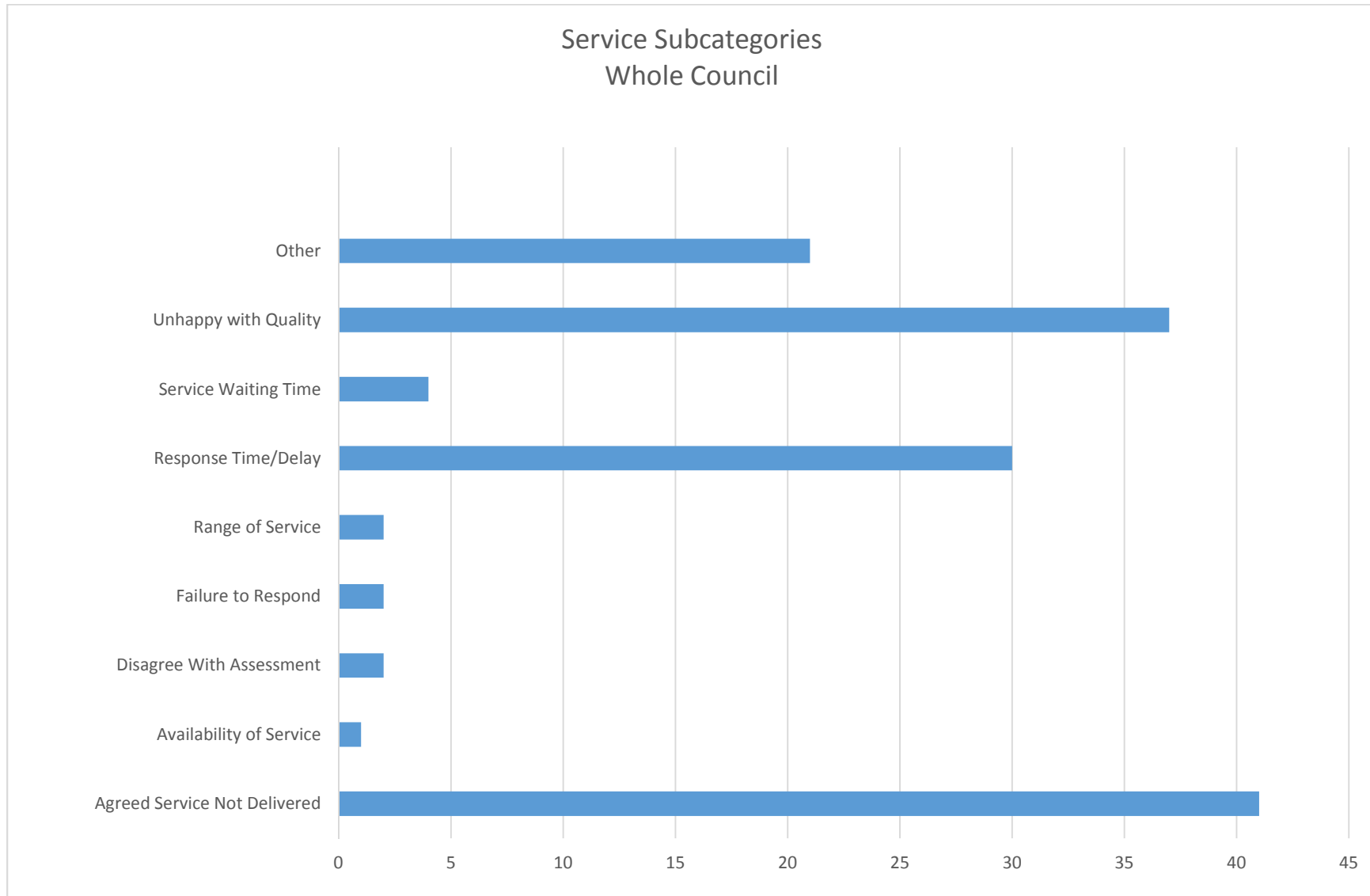
Outcomes



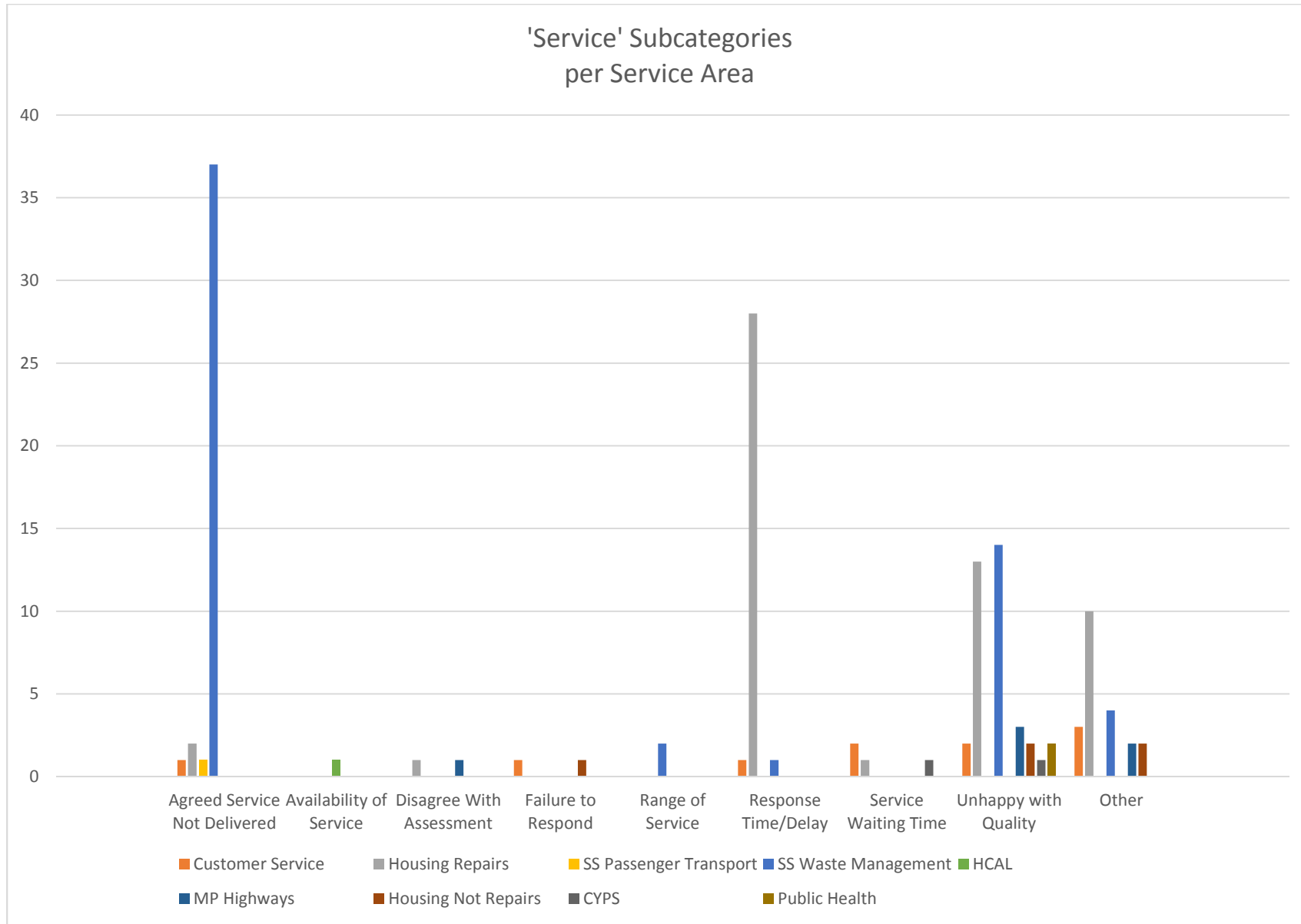
What are our Complaints About?

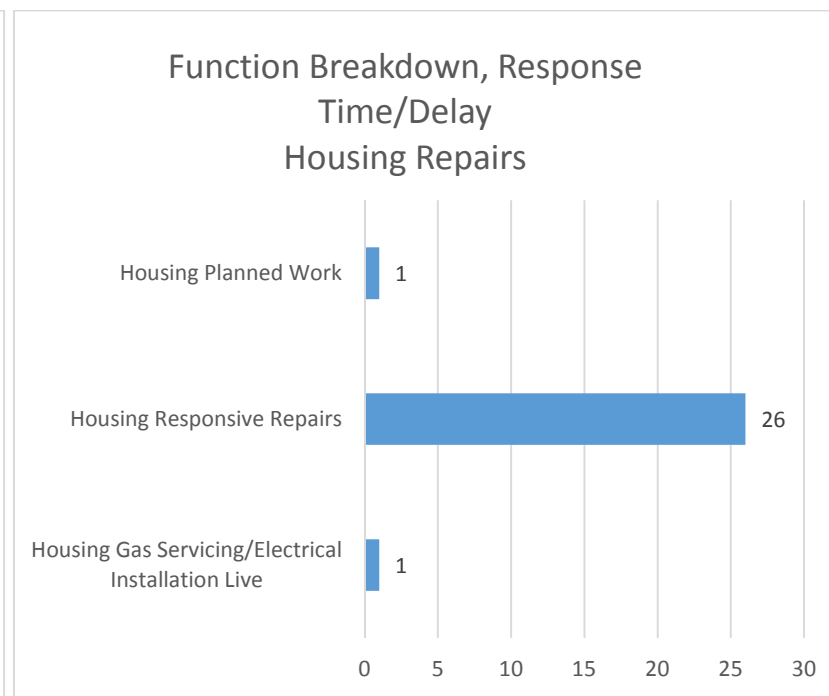
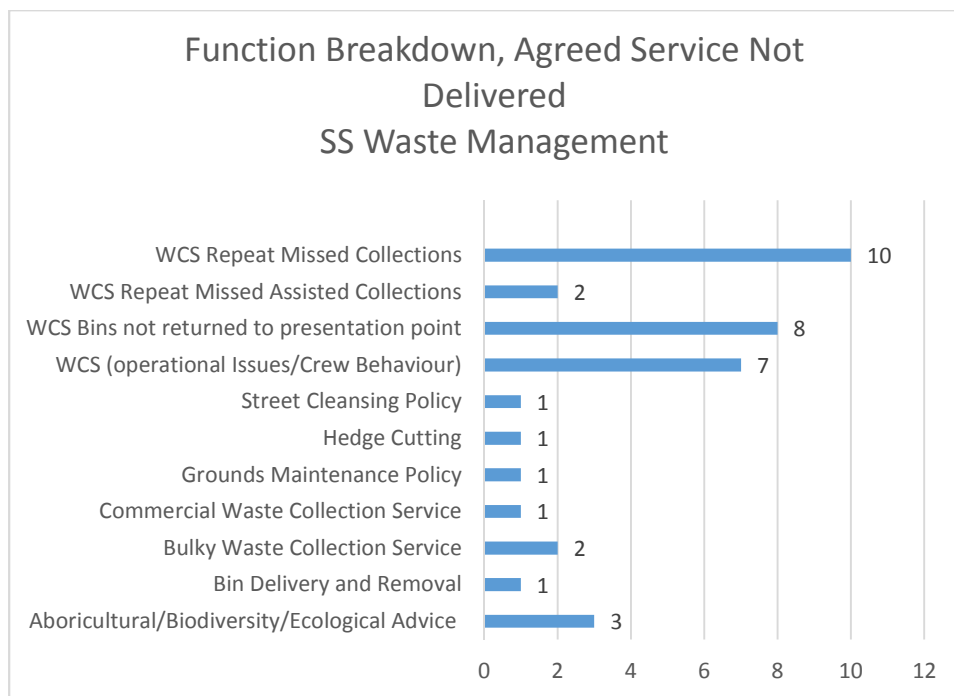


Breaking this down further, we can look at the Sub categories of 'Service'



'Service' Subcategories per Service Area





WCS – Waste Collection Services

Current Position

The following table shows the position of open complaints at 1400 hrs 25th May 2021. This includes both Corporate and Statutory Complaints.

Please note: the majority of Children’s Statutory Complaints are not recorded on C360.

Please note: HCAL are not recording all feedback on C360.

A live time update can be provided at the time of the committee meeting if required.

| | |
|---|-----|
| Total Open Feedback | 100 |
| Acceptance Stage 1 | 11 |
| Stage 1 | 82 |
| Acceptance Stage 2 (awaiting review by Corporate) | 0 |
| Stage 2 | 6 |
| Concern | 1 |
| Suggestion | 0 |
| Compliment | 0 |