

## Waste Complaints

- 1.1. The Council operates an internal two stage complaints process:
1. All stage 1 complaints will be investigated by the service manager and responded to within 10 working days.
  2. Customers have the right to take the complaint to stage 2 for an independent assessment by the Information Governance Team. The Information Governance team will then undertake an assessment of the complaint, within 5 working days, in order to determine whether a full investigation would be able to add anything to the stage 1 response and/or achieve the desired outcome. If the assessment concludes that further investigation is warranted, then a full response is sent within 20 working days.
- 1.2. If, after following our complaints process, customers are still unhappy, they can contact the Local Government and Social Care Ombudsman (LGO), an independent service set up by the Government to investigate complaints about most council matters. The Ombudsman will not investigate complaints until they have been through both stages of the Council’s complaints process.
- 1.3. The number of complaints for Waste - Household is shown on the next page. For comparison, at stage 1 and stage 2, Waste - Household has received more complaints than any other department in each financial year below.

<b>Financial Year</b>	<b>Stage 1 Count – All Departments</b>	<b>Stage 1 Count – Waste Household</b>
2017-2018	744	151
2018-2019	568	110
2019-2020	720	294
2020-2021	568	298
2021-2022	681	373
2022-2023	363	209

<b>Financial Year</b>	<b>Stage 2 Count – All Departments</b>	<b>Stage 2 Count – Waste Household</b>
2017-2018	123	23
2018-2019	110	11
2019-2020	110	48
2020-2021	59	29
2021-2022	95	64
2022-2023	41	32