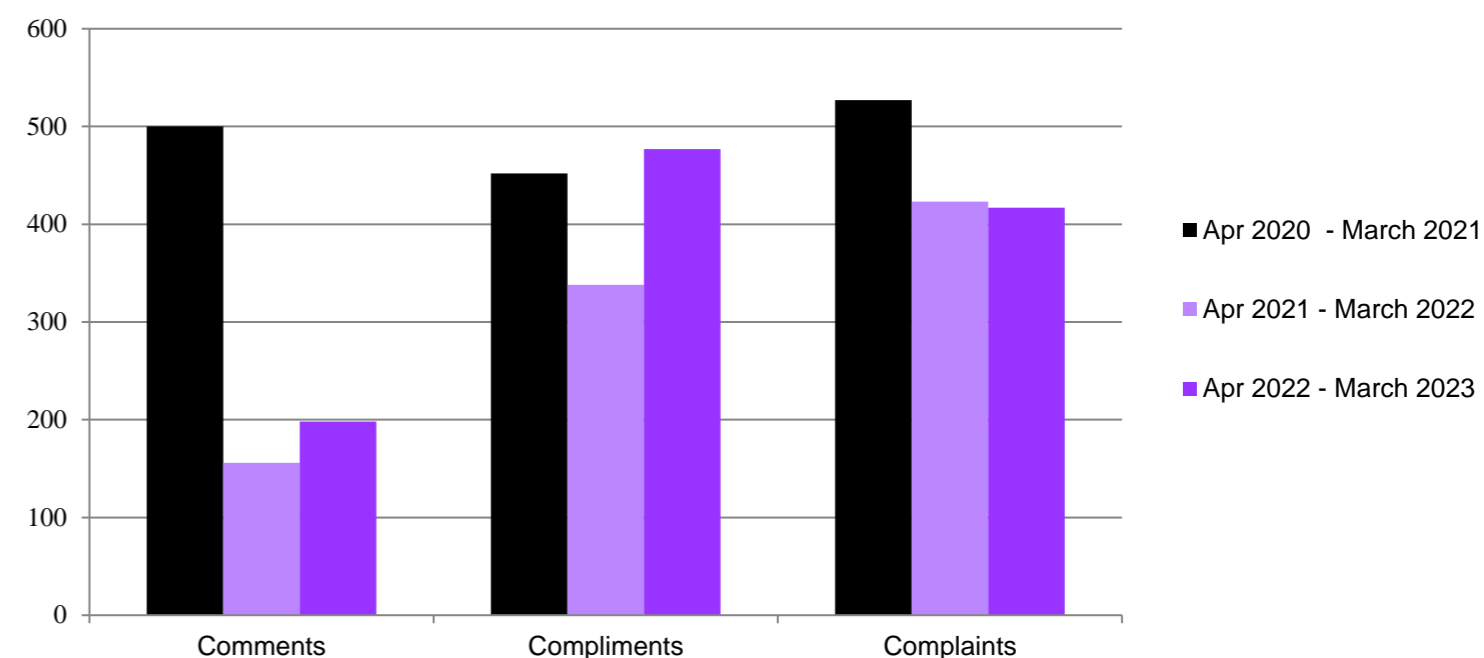


3C'S RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

	20/21	21/22	22/23
Number of Comments received	19	28	28
Number of compliments received	236	185	172
Number of complaints received	225	275	185
% resolved within 10 working days	80%	77%	77%
% of complaints justified	46%	38%	30%
Complaints received by the LGO	8	8	13

3C's Performance Summary 1 April 2022 - 31 March 2023

3C's Annual Comparisons - Combined totals NHDC & Contractors



3C's RECEIVED BY OUR CONTRACTORS – ANNUAL COMPARISONS

	20/21	21/22	22/23	20/21	21/22	22/23
	Complaints			Compliments		
John O'Conner	3	2	3	0	0	0
Urbaser	266	52	105	143	66	63
North Herts Leisure Centre	13	37	55	22	21	96
Hitchin Swim Centre & Archers	10	35	41	33	26	97
Royston Leisure Centre	10	22	28	18	40	49

Percentage of interactions resulting in a formal complaint

	Number of interactions / collections / visitors	% of interactions/collections/visitors resulting in complaint
NHDC	160,080 interactions	0.115%
Urbaser	7.77m collections	0.001%
North Herts Leisure Centre	590,241 visitors	0.009%
Hitchin Swim Centre & Archers	458,808 visitors	0.008%
Royston Leisure Centre	344,149 visitors	0.008%