3C's Performance Summary: 2023/2024

3C's Received directly at NHC - Annual Comparisons						
	21/22	22/23	23/24			
Number of Comments received	28	28	35			
Number of Compliments received	185	172	142			
Number of Complaints received	275	185	179			
Total received	488	385	356			
% complaints resolved within 10 working days	77%	77%	86%			
% of complaints justified	38%	30%	31%			
Complaints received by the LGO	8	13	6			
[only 1/6 complaints received by LG	O have been inve	stigated by them & re	mains open]			
Contractor Complaints Data (all contractors)						
	21/22	22/23	23/24			
Number of Comments received	136	170	120			
Number of Compliments received	153	305	195			
Number of Complaints received	148	232	205			
Total received	437	707	520			
Combined Totals						
	21/22	22/23	23/24			
Number of Comments received	164	198	155			
Number of Compliments received	338	477	337			
Number of Complaints received	423	417	384			
Total received	925	1092	876			

Percentage of in	teractions re	sulting in a fo	rmal compl <u>ain</u> t			
	Number of interactions / collections / visitors		% of interactions/collections/visitors resulting in complaint			
NHDC	71121 in	71121 interactions		0.25%		
Urbaser	7.72million	7.72million* collections		0.001%		
North Herts Leisure Centre	627176 visitors		0.007%			
Hitchin Swim Centre & Archers	484780 visitors		0.009%			
Royston Leisure Centre		380774 visitors		0.011%		
• [This figure has been calculated from the average number of collections per month]						
Waste and Recycling Data (combined)						
	Comments	Compliments	Complaints	Totals		
23/24	26	86	98	210		
22/23	37	73	135	245		
21/22	30	83	147	260		
Annual 3C's Comparisons NHC & Contractors Combined						
600						
500						
400						
300						
200						
100						
21/22	22	2/23	23/24			
■ Comments ■ Compliments ■ Complaints						

