

3C's Performance Summary: April – Sept 2024

3C's Received directly at NHC - 6 monthly comparisons

	22/23	23/24	24/25
Number of Comments received	14	15	35
Number of Compliments received	67	81	57
Number of Complaints received	105	86	106
Total received	186	182	198
% complaints resolved within 10 working	74%	79%	90%
Complaints received by the LGO	8	1	3

[only 2/3 complaints received by LGO have been investigated by them & 1 remains open]

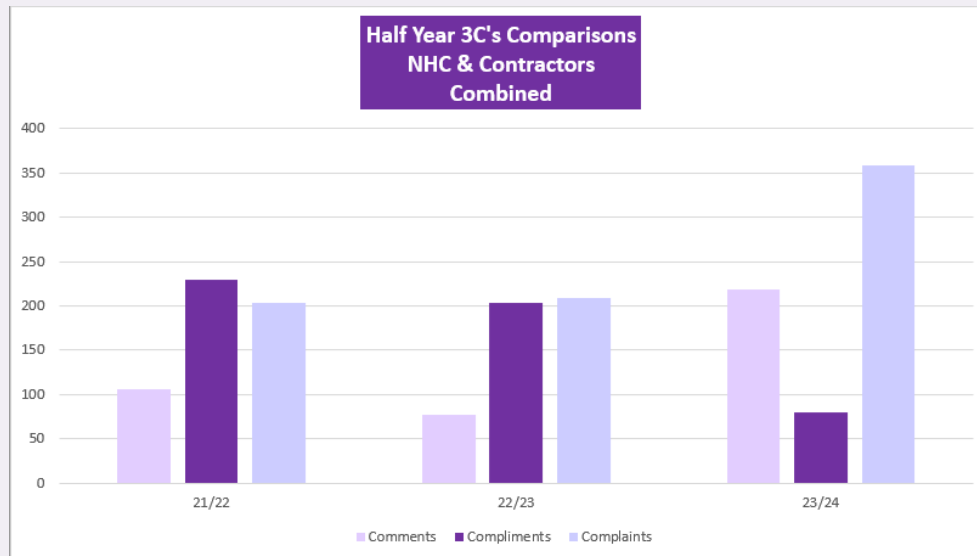
Contractor Complaints Data (all contractors)

	22/23	23/24	24/25
Number of Comments received	92	62	183
Number of Compliments received	162	122	23
Number of Complaints received	98	123	236
Total received	352	307	442

Combined Totals

	22/23	23/24	24/25
Number of Comments received	106	77	218
Number of Compliments received	229	203	80
Number of Complaints received	203	209	358
Total received	538	489	656

Half Year 3C's Comparisons NHC & Contractors Combined



Percentage of interactions resulting in a formal complaint

	Number of interactions /	% of
NHDC	77,889 interactions	0.136%
Urbaser	8,319,842 collections	0.00012%
North Herts Leisure Centre	316,272 visitors	0.033%
Hitchin Swim Centre & Archers	337,439 visitors	0.0228%
Royston Leisure Centre	163,182 visitors	0.026%

Waste and Recycling Data (combined)

	Comments	Compliments	Complaints	Totals
24/25	12	12	16	40
23/24	19	54	61	134
22/23	10	32	53	95