

3C's Performance Summary: 2024/2025

3C's Received directly at NHC - Annual Comparisons

	22/23	23/24	24/25
Number of Comments received	28	35	60
Number of Compliments received	172	142	131
Number of Complaints received	185	179	200
Total received	385	356	391
% complaints resolved within 10 working days	77%	86%	91%
% of complaints justified	30%	31%	43%
Complaints received by the LGO	13	6	5

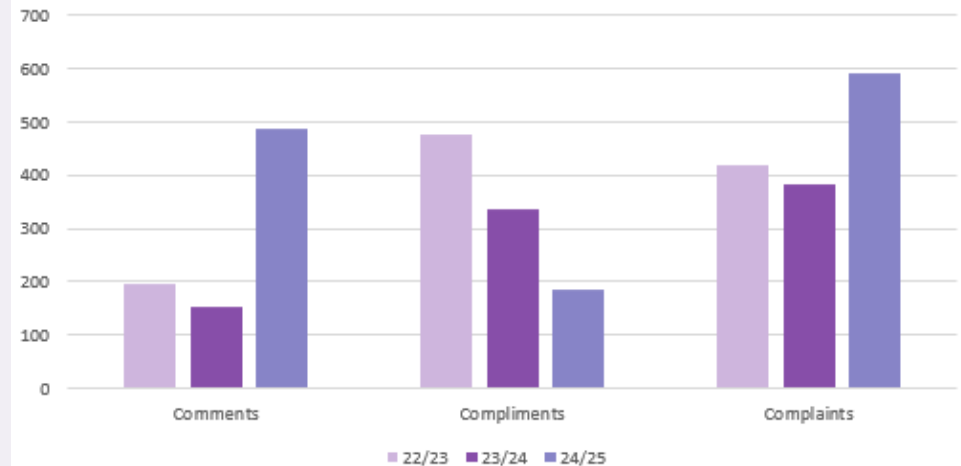
Contractor Complaints Data (all contractors)

	22/23	23/24	24/25
Number of Comments received	170	120	427
Number of Compliments received	305	195	53
Number of Complaints received	232	205	391
Total received	707	520	871

Combined Totals

	22/23	23/24	24/25
Number of Comments received	198	155	487
Number of Compliments received	477	337	184
Number of Complaints received	417	384	591
Total received	1092	876	1262

Full Year 3C's Comparisons NHC & Contractors Combined



Percentage of interactions resulting in a formal complaint

	Number of interactions /	% of
NHDC	120,228 interactions	0.19%
Urbaser	7.72million* collections	0.000%
North Herts Leisure Centre	606,356 visitors	0.024%
Hitchin Swim Centre & Archers	606,685 visitors	0.023%
Royston Leisure Centre	355,045 visitors	0.018%

* [This figure is based on data from 23/24]

Waste and Recycling Data (combined)

	Comments	Compliments	Complaints	Totals
24/25	17	29	41	87
23/24	26	86	98	210
22/23	37	73	135	245