

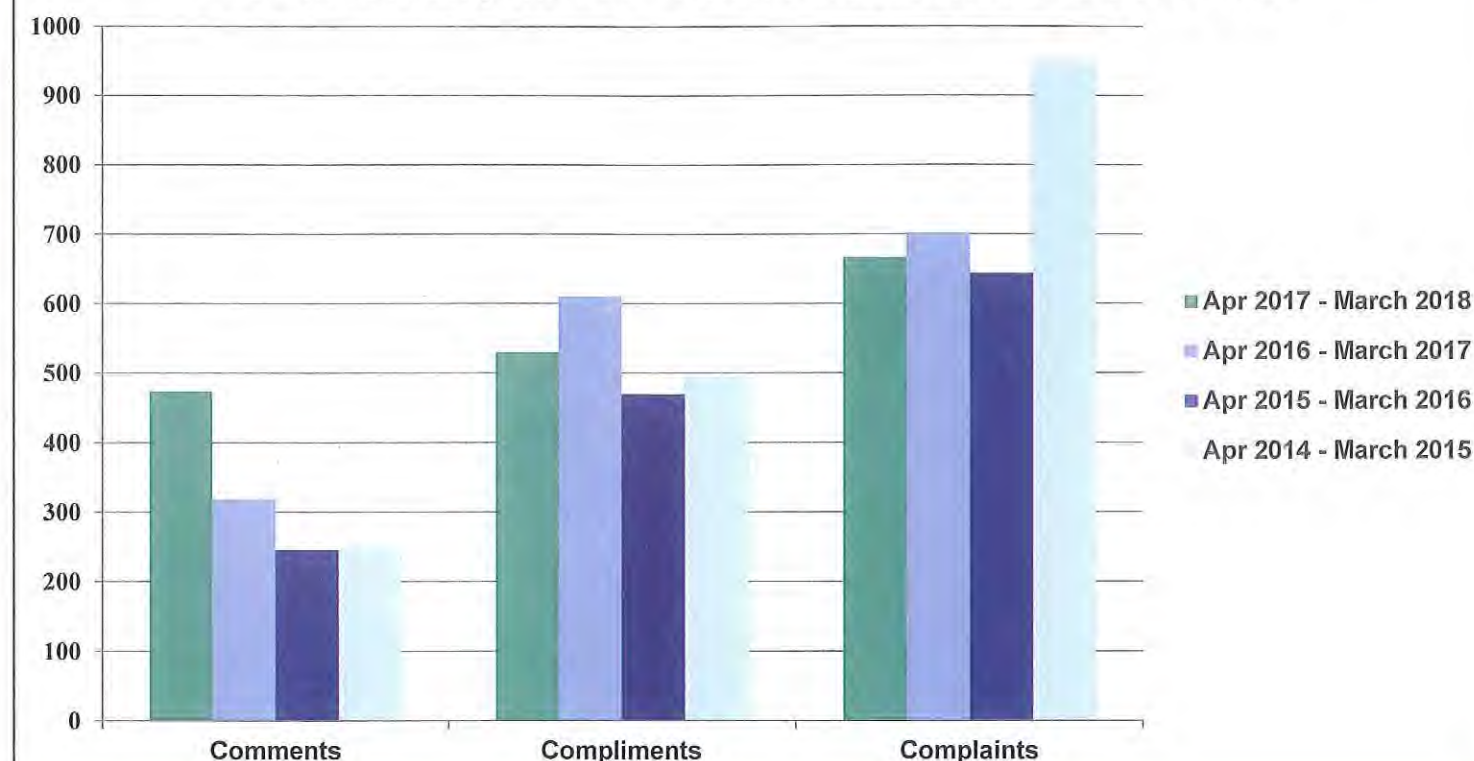
3Cs Performance Summary 2016 - 01 April 2017 – 31 March 2018



3CS RECEIVED DIRECTLY AT NHDC – ANNUAL COMPARISONS

	13/14	14/15	15/16	16/17	17/18
Number of Comments received	315	116	79	70	229
Number of compliments received	469	228	207	190	150
Number of complaints received	629	333	154	189	169
% resolved within 10 working days	71%	73%	67%	61%	56%
% of complaints justified	30%	51%	42%	31%	36%
Complaints received by the LGO	11	9	12	8	9

3Cs annual comparisons - Combined totals NHDC & Contractors



3Cs RECEIVED BY OUR CONTRACTORS – ANNUAL COMPARISONS

	13/14	14/15	15/16	16/17	17/18	13/14	14/15	15/16	16/17	17/18
	Complaints					Compliments				
John O'Conner	73	63	46	52	13	0	0	0	0	0
Veolia	567	407	332	283	265	151	113	88	56	52
North Herts Leisure Centre	81	75	60	77	157	52	75	80	105	198
Hitchin Swim Centre & Archers	51	27	18	46	48	38	40	47	118	106
Royston Leisure Centre	28	44	34	55	34	31	39	48	141	65

Percentage of interactions resulting in a formal complaint

	Number of interactions / collections / visitors	% of interactions resulting in complaint
NHDC	313,380	0.05%
Veolia	2,459,882	0.01%
North Herts Leisure Centre	351,856	0.04%
Hitchin Swim Centre & Archers	311,165	0.01%
Royston Leisure Centre	294,319	0.005%