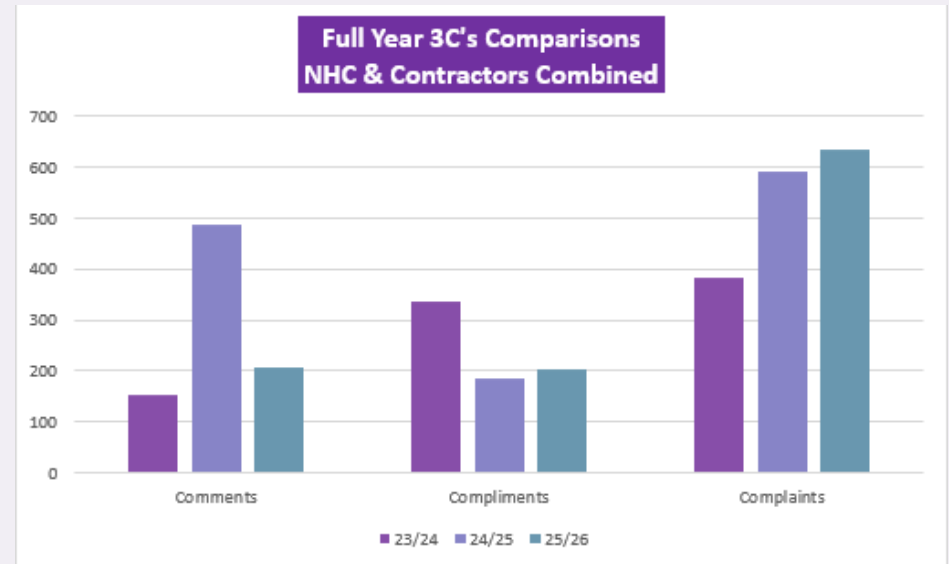


3C's Performance Summary: 2025/2026

3C's Received directly at NHC - Annual Comparisons			
	23/24	24/25	25/26
Number of Comments received	35	60	44
Number of Compliments received	142	131	173
Number of Complaints received	179	200	411
Total received	356	391	628
% complaints resolved within 10 working days	86%	91%	83%
% of complaints justified	31%	43%	71%
Complaints received by the LGO	6	5	6

Contractor Complaints Data (all contractors)			
	23/24	24/25	25/26
Number of Comments received	120	427	164
Number of Compliments received	195	53	29
Number of Complaints received	205	391	222
Total received	520	871	415

Combined Totals			
	23/24	24/25	25/26
Number of Comments received	120	487	208
Number of Compliments received	195	184	202
Number of Complaints received	205	591	633
Total received	520	1262	1043



Percentage of interactions resulting in a formal complaint		
	Number of interactions /	% of
NHDC	127,398	0.32
Urbaser/Veolia	5.5 million collections	0.00
North Herts Leisure Centre	678,356	0.01
Hitchin Swim Centre & Archers	606,685	0.01
Royston Leisure Centre	354,045	0.01

Waste and Recycling Data (combined)				
	Comments	Compliments	Complaints	Totals
25/26	21	21	222	264
24/25	17	29	41	87
23/24	26	86	98	210