

# 3Cs Performance Summary Waste Only- 01 April 2018 – 30 September 2018

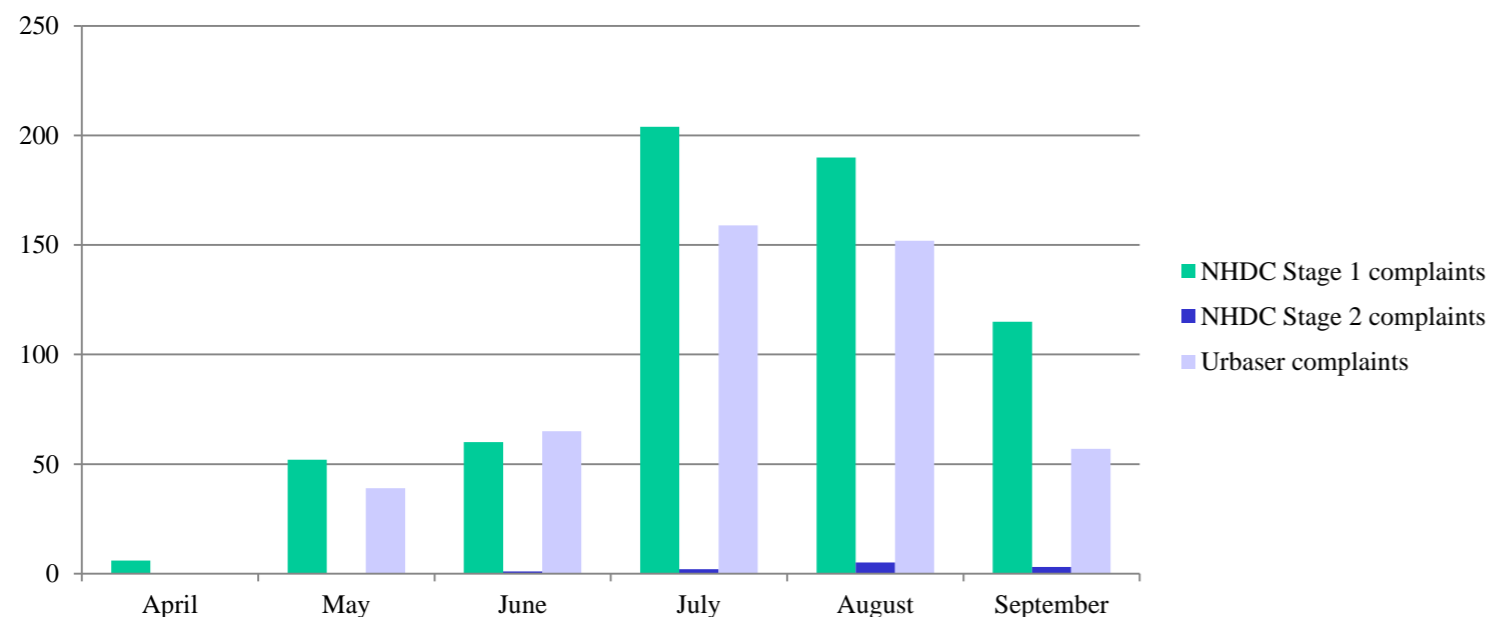


## 3CS RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

	NHDC	Urbaser	Total
Number of Comments received	140	412	552
Number of compliments received	13	21	34
Number of Stage 1 complaints received	627	472	1110
Number of Stage 2 complaints received	11	N/A	11
% resolved within 10 working days	41%	N/A	41%
% of complaints justified	89%	N/A	89%

## Volumes by Month

Waste & Recycling complaints by month



## Resolution Performance against target (NHDC only)

	<10	11-20	21-30	31-40	41+
Number	259	262	63	41.3	9
%	42.9	41.8	10.1	3.6	1.4

## Complaints by type (NHDC only)

The vast majority of complaints (approximately 85%) received by NHDC were relating to collection issues, most related specifically to the non collection of brown bins and / or food caddies, however grey and purple bins were also affected for some residents. There were a number of complaints relating to issues with the assisted collection service and also non delivery of bins and food caddies to some properties. There were also a high number of complaints from residents who were unable to get through to Urbaser by phone and a smaller number of complaints regarding the communication of the changes. Many complaints were related to more than one matter.

In some cases multiple contacts were received from the same customer, additionally there will have been some duplication of logging of complaints between NHDC and Urbaser.

## Stage 2 complaints

A small percentage of complaints escalated to stage 2 of our complaints process mostly due to dissatisfaction of the handling of the stage 1 complaint.