

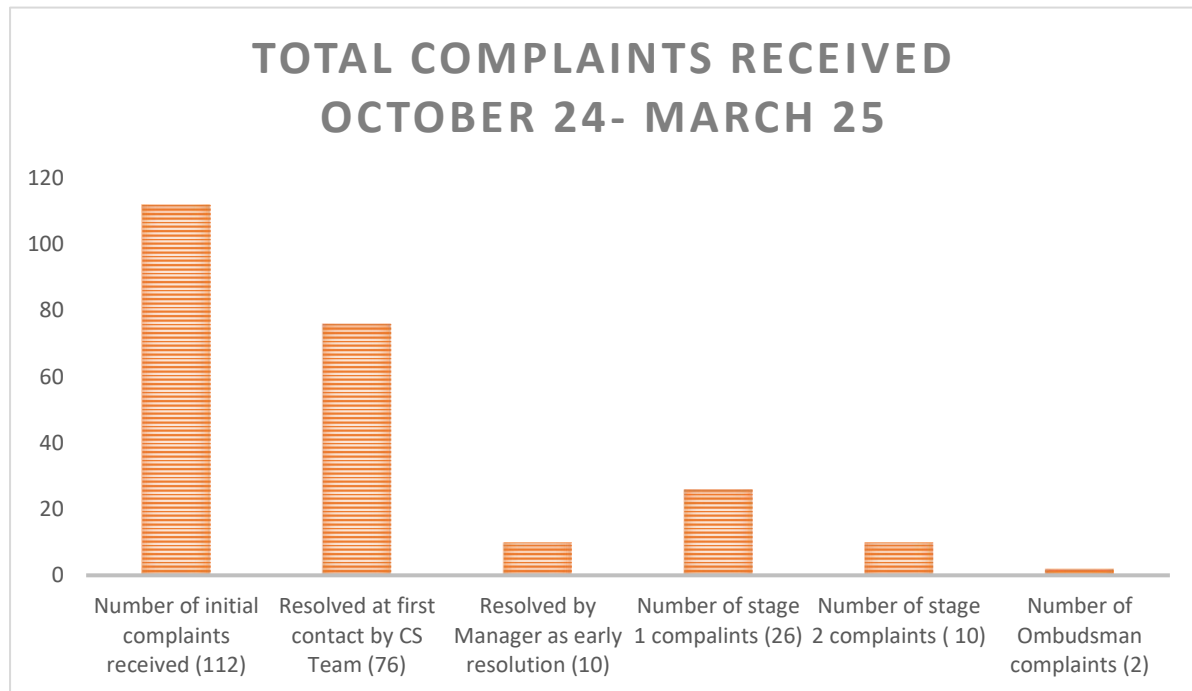
Bi-Annual Complaints Report October 2024 – March 2025

Introduction

The report summarises our complaints performance during the third and fourth quarter of 2024/2025 covering the period from 1st October 2024 to 31st March 2025.

The purpose of this report is to review the complaints received by the Council over a six-month period, looking at the statistical data, in order to provide information about complaint themes, trends and the effectiveness of our current complaint's procedure.

The Overall Picture



- The number of initial complaints received between 1st October 2024 to 31st March 2025 was 112 which was a decrease of 5 on the previous 6-month period
- 76 complaints were resolved at first point of contact by the Customer Service team
- 10 complaints were resolved by managers as Early Resolution
- 26 complaints went through the formal complaints process and were investigated as Stage 1 complaints which is 17 less than the previous 6-month period
- 8 complaints were escalated to Stage 2 which is an decrease of 2 on the previous 6-month period
- 2 complaints were received by the Ombudsman.

Monthly Breakdown for all complaints

Month	Number Received	Resolved By Customer Services (Early Resolution)	Resolved By Manager (Early Resolution)	Percentage (Early Resolution)	Stage 1 Received
Oct 24	22	14	0	64%	8
Nov 24	10	7	0	70%	3
Dec 24	18	18	0	100%	0
Jan 25	26	16	5	81%	5
Feb 25	18	11	3	78%	4
Mar 25	18	10	2	67%	6
Total	112	76	10	77%(Average)	26

The chart above shows the breakdown of how each complaint was handled. Overall, 77% of the complaints received were dealt with either by Customer Services or by early resolution without the need for an investigation and formal response. This is a much more effective, efficient and customer focused method of resolving customer complaints.

The chart below shows the stage 1 complaint comparison from Apr 24 – Sept 24 last year and the current reporting period Oct 24- Mar 25 this year.

Last Year Apr 24 – Sept 24

This Year Oct 24 – Mar 25

Month	Stage 1 complaints received	Month	Stage 1 complaints received
Apr 24	9	Oct 24	8
May 24	9	Nov 24	3
Jun 24	3	Dec 24	0
Jul 24	10	Jan 25	5
Aug 24	6	Feb 25	4
Sept 24	6	Mar 25	6
Total	43	Total	26

Over the past six months, Stage 1 complaints have seen a significant decrease. This improvement is largely attributed to a more proactive approach to early resolution. Responsibility for the administration of complaints has now moved to the Customer Service Team, who are better equipped to address and resolve issues effectively at first contact. Additionally, complaints related to fortnightly bin collections have subsided, further contributing to the overall reduction. This is a positive development and reflects the ongoing efforts of staff across the Council to improve service delivery and reduce complaint volumes.

The below chart shows the stage 2 complaint comparison with the previous reporting period Q1 and Q2 (Mar 24-Oct 24) and the current reporting period Q3 and Q4 (Oct 24 to Mar 25).

**Previous reporting 6 months
Apr 24 – Sept 24**

**Current reporting 6 months
Oct 24-Mar 25**

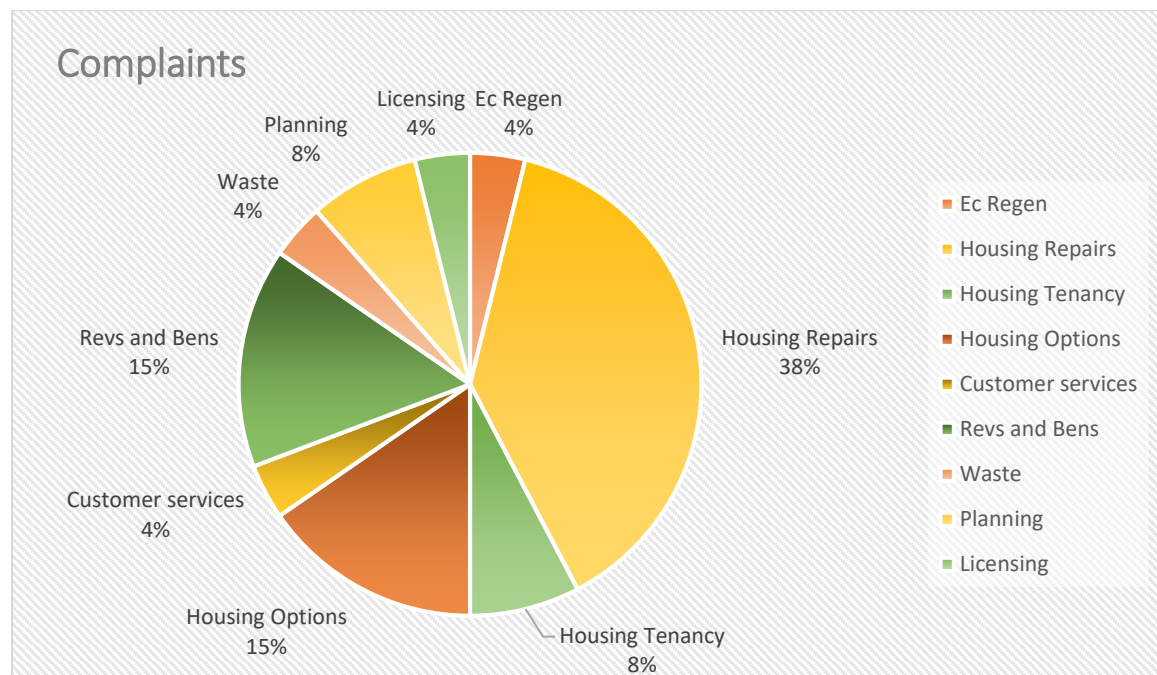
Month	Stage 2 complaints received	Month	Stage 2 complaints received
Apr 24	0	Oct 24	4
May 24	1	Nov 24	1
Jun 24	2	Dec 24	1
Jul 24	2	Jan 25	0
Aug 24	4	Feb 25	0
Sept 24	1	Mar 25	2
Total	10	Total	8

The comparison chart above shows a decrease of two stage 2 complaints over the 6 month period, again a very positive step.

The number of Ombudsman complaints has reduced since the last reporting period, with a reduction of 5 in the last reporting period to 2 in this.

Departmental Breakdown

The chart below shows all Stage 1 complaints received by each department.



Law and Democracy

Waste

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Waste	Collection Issues	Bin not emptied	1x Not Upheld

Waste Manager – Commentary

Waste collection impacts all residents in the borough. With waste being collected from over 24,000 properties, there will occasionally be instances where bins are genuinely missed. Additionally, there are times when residents present overflowing bins, which we are unable to collect.

Licensing

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Licensing	Competency test	Complaint as turned away from competency test when late	1x not upheld

Senior Strategic Development Manager – Commentary

The driver was correctly turned away as he was late. He showed me his parking ticket which confirmed he parked up after the allotted registration time. He also had an email telling him to be there 15 minutes before the start which he wasn't. There was no other supporting information provided.

Built Environment

Housing Options

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Housing Options	Temporary accommodation	Failure to meet customers was placed in temporary	1x Upheld £150 Compensation
		Allegation of breach in allocation policy	1x partially Upheld £ 25 Compensation
	Staff attitude	Complaint about the attitude of a staff member	1x Not Upheld
		Complaint about attitude of staff member and request to bid for larger property.	1x Not upheld

Tenancy

Stage 1 Complaints – Total 2

Area	Category	Overview	Upheld
Housing Tenancy	Communal area clear up	Complaint about policy of removing items in communal area	1x Not upheld
	Neighbours' complaint	Complaint that neighbours actions caused leak into property	1x Not Upheld

Repairs

Stage 1 Complaints – Total 10Area	Category	Overview	Upheld
Housing Repairs	Contractor issues	Unhappy with conduct from engineer	1x Not Upheld
		Customer unhappy with response timescales	1x Not Upheld
		Unhappy with contractor appointment process	1x Not Upheld
		Unhappy with contractor workmanship	1x Not Upheld
		Unhappy with level of service provided	1x Not upheld
		Unhappy with gas being turned off following alleged arson issue	1x Not upheld
		Delay in contractor led too freezer defrosting	1x Partially Upheld £150 Compensation
	Lack of heating/Hot water	Repairs team did not instruct contractor in timely fashion	1x Upheld £150 Compensation
	Timescales	Complaint regarding roof replacement timescales	1x Not Upheld
	Request for compensation	Request for compensation following damage to carpets	1x Further investigation needed so moved to stage 2

Stage 2 Complaints- All Housing – Total 3

Area	Category	Overview	Upheld
Housing Options	Temporary Accommodation x2	Complaint about temporary accommodation and treatment received	1x Not Upheld
		Complaint about lack of communication from staff during Temp accommodation stay- Not Happy With L1 Response	1x Not Upheld
Housing Repairs	Request for compensation	Request for compensation following damage to carpets	1x Partially upheld £150 Compensation awarded due to failing to respond to complaint in line with complaint process.

Housing - Commentary

An in-depth summary of all Housing complaints is now reported on a yearly basis.

Planning

Stage 1 Complaints – Total 2

Area	Category	Overview	Upheld
Development control	Planning application	Complaint over determination date delay	1x Not Upheld
		Complaint over length of time taken for TPO application	1x Upheld

Stage 2 Complaints-Total 2 for Planning & Building Control

Development control	Planning application	Complaint over determination date delay- Not happy with stage 1 response	1x Not Upheld
	Lack of neighbour letter	Complaint about non receipt of neighbour letter following planning application- Not happy with L1 response	1x Not Upheld
Building Control	Complaint about Building Control a BDC	Not Happy with L1 response from BDC	1x Not Upheld

Planning Policy and Development Manager - Commentary

24/095 was relating to a TPO application that had gone out of time. The time taken was a combination of an internal procedural miscommunication relating to validation of the application, and extensive negotiations with the applicant re. the works proposed. The application was dealt with as a priority and issued, and the internal procedural miscommunication resolved.

24/099 and 99A was a proposal that related to an appeal decision which we were awaiting from the Planning Inspectorate. The applicant agreed to await the related appeal decision, however then changed their position and issued a complaint to the Council. The Officers were in contact with the applicant throughout the life of the application and therefore the applicant was fully aware of the position relating to the awaiting of the related appeal decision. Furthermore, the applicant was the applicant of the awaited appeal decision, therefore further reiterating that they knew the position.

25/011A was a neighbour complaining that no notifications had been sent out re. their neighbours planning proposal. It was explained to them that neighbour letters had stopped being posted out mid last year, and that 2 site notices had been placed adjacent to the proposal for a period of at least 3 weeks (photographic evidence was supplied), and that the planning application was live on the Council's website throughout its determination period. It was also explained that it was the neighbours responsibility to speak with them about their planning proposal and that any boundary or party wall disputes were a civil matter rather than a planning matter.

Economic Regeneration

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Economic Regeneration	UKSPF Spending	Customer unhappy with the design of the Bell street benches	1x Not Upheld

Economic Regeneration Commentary

A complaint was received about the new benches on Bell Street not having arms and backs and that this could make it more difficult for elderly people to use them.

The complaint wasn't upheld and the complainant was informed that the intention had always been to refurbish the benches that had been removed and to return them to Wigston Town Centre and that we would ensure that some of these benches are placed back on Bell Street

Customer Service and Transformation

Revenues and Benefits

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Revenues	Discounts	Complaint against charges for empty property	1x Not Upheld
	Delay in updating details	Complaint contact details were not updated in a timely fashion	1x Partially Upheld
Business Rates	Exemptions	Complaint about how business rates exemptions are applied	1x Not Upheld
	Assessments	Complaint about handling of business rates assessments	1x Not Upheld

Stage 2 Complaints – Total 2

Area	Category	Overview	Upheld
Business Rates	Service delays- lack of communication	Unhappy with L1 response	1x Partially Upheld
	Rateable value dispute	Unhappy with L1 response	1x Not upheld

Revenues and Benefits Manager - Commentary

The Revenues and Benefits Team deal with a large volume of customer contacts and enquiries. The Senior Officers try to resolve complaints as quickly as possible to ensure we are delivering the best service to our customers.

I have reviewed all the complaints received within the last 6 months and I am satisfied that we have resolved any concerns or training issues identified from the outcome of upheld complaints.

Customer Services

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Customer Services	Staff complaint	Customer complaint that staff allegedly hung-up phone on customer	1x Not Upheld

Customer Services Manager - Commentary

Customer believed that an officer had hung up the call on purpose, further investigation showed system issues were at fault. We have spoken to our telephony provider and they have assured us that the issue is now resolved. Apologies and an explanation has been given to the customer about this.

Ombudsman Complaints

There has been 2 new complaints raised with the Ombudsman which is a reduction from 5 in the previous reporting period.

Month	Area	Overview	Outcome	Lesson learned
Oct 2024	Housing	Handling of customer in temporary accommodation	Request for £150 compensation to be paid	Processes and procedures for securing temp accommodation to be fully reviewed,
Jan 2025	Housing	Suitability of flooring in Council property	LGO requested information Jan 25	Awaiting Outcome

Complaints Monitoring

Every complaint is taken seriously, examining the reasons behind each one, extracting valuable lessons, and making sure we don't repeat the same mistakes. Response times are closely tracked as illustrated in the table below.

Complaint Average Response Times		
Month	Stage 1 Complaints (Target 10 days)	Stage 2 Complaints (Target 20 days)
Oct 24	9	18
Nov 24	8	20
Dec 24	No stage 1 complaints received	20
Jan 25	8	No stage 2 complaints received
Feb 25	9	No stage 2 complaints received
Mar 25	6	7.5

The response times are in target across the board. This is very positive and is in part due to the efficient management of complaints.