

Annual Complaints Report – 2022 / 2023

Breakdowns by service area, category, response times, outcomes & remedies/service improvement for 1st April 2022 to 31st March 2023.

Complaints by Service Area

Service Area	Customer Complaint Investigation	Customer Complaint Review	Grand Total
Arboriculture	163	28	191
Claims	34	6	40
Drainage	78	13	91
Grounds Maintenance	137	20	157
Highways	129	10	139
LIP Carriageways & Footways	225	16	241
Network	60	11	71
Non - Core	17	2	19
Street Cleaning	280	39	319
Street Lighting	98	14	112
Street Works	37	6	43
Structures	13	1	14
Traffic Signals	18	1	19
Unlit Signs & Lines	31	2	33
Winter Maintenance	54	3	57
Grand Total	1374	172	1546

Complaints resolved by Problem Solving

In addition to the above we also closed 141 cases using Problem Solving.

Service Area	Amount resolved using Problem Solving
Arboriculture	12
Claims	16
Drainage	4
Grounds Maintenance	16
Highways	12
LIP Carriageways & Footways	33
Network	1
Non - Core	2
Street Cleaning	24
Street Lighting	5
Street Works	2
Traffic Signals	4
Unlit Signs & Lines	5
Winter Maintenance	5
Grand Total	141

Enquires by Category

Alongside complaints Streets Ahead also dealt with the following enquiries.

Service Area	Cllr/MP Written Response	Public Verbal Response	Public Written Response	Information Requests	Grand Total
Arboriculture	108	148	348	2041	2645
Claims	5	34	41	204	284
Drainage	84	86	142	965	1277
Grounds Maintenance	128	112	225	1287	1752
Highways	90	85	167	1166	1508
LIP Carriageways & Footways	83	598	289	1419	2389
Network	52	19	57	124	252
Non - Core	6	7	19	129	161
Street Cleaning	408	124	519	1306	2357
Street Lighting	31	23	101	1196	1351
Street Works	11	9	36	68	124
Structures	17	18	49	201	285
Traffic Signals	10	13	71	941	1035
Unlit Signs & Lines	20	29	55	187	291
Winter Maintenance	61	46	177	579	863
Grand Total	1114	1351	2298	11813	16576

Enquiries v Complaints %

The below table shows the percentage of Complaints handled against the other enquiries dealt with by Amey Operations.

Over the year Complaints make up 9% of all enquiries handled by Amey.

Service Area	Total enquires	Total Complaints	% of Complaints
Arboriculture	2645	191	7
Claims	284	40	14
Drainage	1277	91	7
Grounds Maintenance	1752	157	9
Highways	1508	139	9
LIP Carriageways & Footways	2389	241	10
Network	252	71	28
Non - Core	161	19	12
Street Cleaning	2357	319	14
Street Lighting	1351	112	8
Street Works	124	43	35
Structures	285	14	5
Traffic Signals	1035	19	2
Unlit Signs & Lines	291	33	11
Winter Maintenance	863	57	7
Grand Total	16576	1546	9

Complaints upheld

Upheld	Customer Complaint Investigation	Customer Complaint Review	Grand Total
No	353	55	408
Partially	129	6	135
Process Not In Place	600	74	674
Yes	292	37	329
Grand Total	1374	172	1546

Complaints by Category

Outcome	Customer Complaint Investigation	Customer Complaint Review	Grand Total
Agreed Way Forward	798	38	836
Complaint Withdrawn	1	0	1
Misunderstanding Clarified	101	29	130
No Action Necessary	215	42	257
Not Known	255	63	318
Service Failure	4	0	4
Grand Total	1374	172	1546

Breakdown of Remedies/Service Improvements

Remedies	Customer Complaint Investigation	Customer Complaint Review	Grand Total
Apology	124	28	152
Change, Review or Prov service	19	1	20
Financial Remedy	1	0	1
Improve Customer Care	1	0	1
Not Known	230	63	293
Provide additional info or exp	972	77	1049
Review employee traini/Rebrief	17	3	20
Take action/ Enforce decision	10	0	10
Grand Total	1374	172	1546

Response Times 2022/23

Status	Average Days	% within 28 days
Investigation Stage	51	53%
Review Stage	25	84%
Combined	29	80%

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