

Complaints Performance Statistics

Timeline: 2024 Q1

*Updated on 10-7-2024

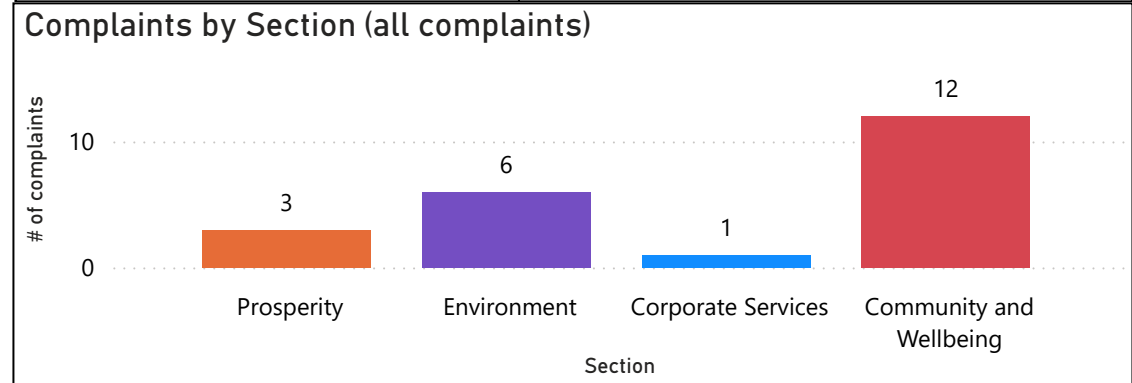
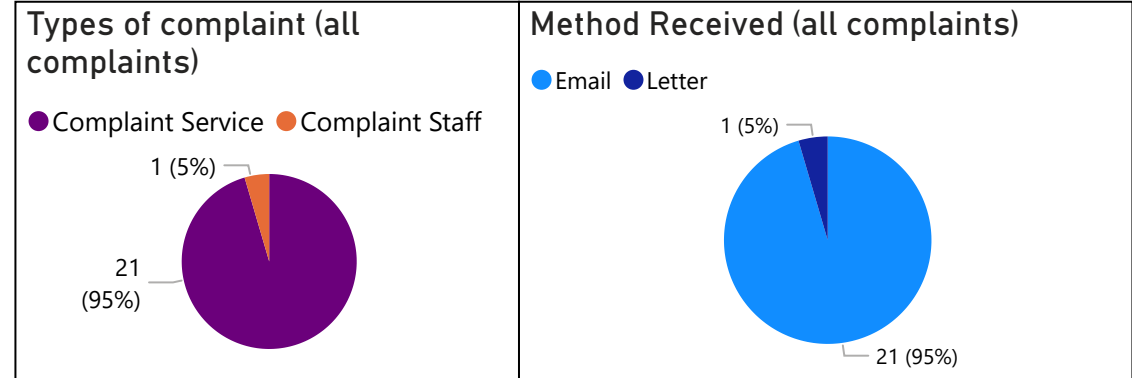
Complaints Received

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
22	19	1	2

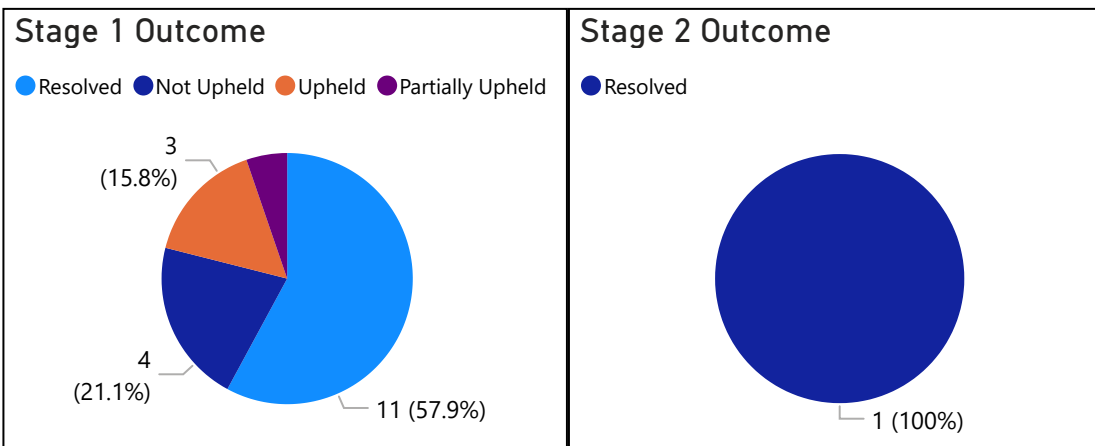
Performance against timescale (Closed complaints)

<p>Average of Stage 1 Workday to Close</p>	<p>Stage 1 Target (5 days)</p> <p>● Met Target ● Missed Target</p>	<p>Number of extension authorised for stage 1 complaints</p> <p>2</p>
<p>Average of Stage 2 Workday to Close</p>	<p>Stage 2 Target (20 days)</p> <p>● Met Target</p>	<p>Number of extension authorised for stage 2 complaints</p> <p>2</p>

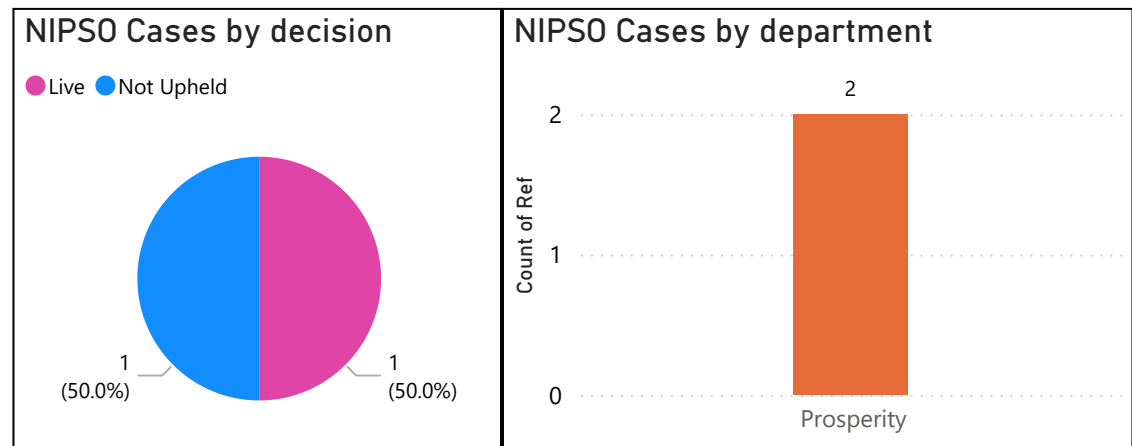
All Complaints- Information and Details



Complaints Outcome (Closed complaints)



NIPSO Complaints



Complaint Description

Museum - disability access for visitors.

Parks & Cemeteries – 4 Complaints

Maintenance of Graveyard X2

Customer requesting access to a grave via car.

Staff attitude within cemetery.

Waste & Cleansing

1x HRC booking system,

2x were regarding bins damaged or missing and requesting refunds for damage.

1x refusal of additional organic bin on top of the standard quota of household bins.

NET – officer complaint when issuing a fixed penalty notice.

Development Project – overgrown trees at boundary of a council Park

Corporate – Staff complaint.

Leisure – Reported Fault with the disability equipment at the poolside and cleanliness of Ards Blair Mayne LC and spa.

Lessons Learned

Museum - Exit gate and Disability entrance. The primary issue is the external final exit gate from the courtyard. This is currently secured (locked) except on Mondays when it is unlocked as the museum is closed. At all other times, a museum led management solution is current in place. Currently reviewing our Fire Risk Assessment with NIFRS to resolve the issues arising from locking the final exit gate.

Parks and cemeteries

Signage to be placed on the sites to explain the services provided and a note added reference maintenance in extreme weather conditions.

Waste and Cleansing

HRC booking system to be upgraded to facilitate more bookings for customers in extreme circumstances.

Corporate

HR to communicate final salary payments with Payroll.

Leisure

Cleaning rota is required for ABMLC as cleanliness has been an issue previously and was rectified as a priority and we need to maintain the cleanliness standards expected within the Centre and Spa.

Development Projects

A response was sent to the complainant on 11 July 2024 indicating that additional maintenance will be undertaken in October when the nesting season has passed. No further correspondence has been received.

Next report due October 24

Amanda Irvine *Customer Service Manager*