

Appendix G - Greater Cambridge Shared Waste Service official complaints and compliments data - 18 September to November 2023

1. Corporate complaints reporting methodology – Cambridge City / SCDC

SCDC and Cambridge City quarterly corporate complaints reporting methodology differs – Cambridge City report on ‘responded to within target’ and SCDC report on ‘responses recorded and within target.’ Stage 1 Complaints response target = 10 working days and Stage 2 Complaints response target = 20 working days.

% of complaints responded to within target	% responses recorded and within target
Cambridge City = 93%	SCDC = 89%

2. Total Shared Waste Official Complaints for 18 September – 15 December 2023

Cambridge City	31
South Cambs	29
Total	60

There were no official complaints received during this period that related to the route changes.

Several complaints were raised regarding the policy, including issues such as collection times, contaminated bins, and communal bins.

Complaints were registered when residents experienced recurring missed bin collections, primarily attributed to discrepancies in information between the operational system and the crew, such as collection point details. These were long term system errors that the changes highlighted rather than new issues attributable to the change.

The timeframe from September 18 to December 15 coincides with two quarterly reporting periods. When comparing the data with the preceding quarter (Q3), there was an increase of two complaints received by shared waste services this year.

3. Previous Complaints by Quarter

	Q3	Q4	Q1	Q2	Q3
	1- Oct - 31 Dec 22	1 Jan - 31 Mar 23	1 April - 31 June 23	1 July - 31 Sept 23	1 Oct - 31 Dec 23
CC	30	35	32	57	32
SCDC	30	24	21	21	30
Total	60	59	53	78	62

4. Compliments

A total of twelve crew compliments were received from residents. This is in keeping with the number of compliments the service usually receives.

Some examples of compliments received include:

Cambridge City 'I had a lovely gentlemen call in to say that he and his wife are new to the assisted collections and his bins were collected today, and he is very happy and pleased and just wanted to let us know.

Cambridge City - 'This morning I ordered another green wheelie bin. Within two hours it was delivered. I can't thank you enough for such amazing service and would like to pass on my thanks to your team.'

SCDC - 'I wanted to thank you for coming back to empty our green bin after it was missed on last week's collection. I am aware that the proportion of my council tax bill that is used for bin collection is tiny, so this is a service that is very much appreciated, and I am grateful for - Very proud of the service provided by South Cambs DC.

SCDC – 'Once again, thank you for such prompt and efficient action. I would also like to take this opportunity to thank your department for a generally great service; it's so important for our health that refuse is disposed of appropriately and I really appreciate the collection service.