

APPENDIX E 2

Public Engagement Report - Appendix B

This table shows the complaints coordinated by the Executive Support Team from week commencing 22 January to 1 March 2024. These are complaints either forwarded on by Customer Services or Environmental Services if the complainant requested their complaint be escalated once the initial response was received, or where the complainant directly contacted the Chief Executive and/or the Leader/Portfolio Holder.

With regard to the category “General” – these complaints are those which do not fall into any of the other more specific categories listed and are those which complain about the disruption to the domestic waste and recycling service and/or the loss of the Operator’s Licence.

Nature of complaint	Total
General	99
Missed assisted collection	1
Refund of council tax	20
Garden waste	7
Trade waste	2
	129

Received via	Total
CSC	41
Environmental Services	35
Leader/Chief Executive/Portfolio Holder	53
	129