

Annual complaints performance 2019-20

This report provides additional details to accompany the full annual complaints report for 2019-20, which is based on the 8 indicators set by the Scottish Public Service Ombudsman (SPSO).

1. All complaints listed by category / theme

Category	Number of complaints
Cost of Council Service (special uplift)	1
Dead Animal Uplift	1
Education - ELC	1
Homelessness	1
Procurement	1
Roads - Winter Maintenance/Gritting	1
Street Sweeping	1
Civic Amenity Sites	2
Committee/Governance	2
Council property / buildings	2
Education - other	2
Live Argyll Property/Buildings	2
School Crossings	2
Building Standards	3
Roads infrastructure / design	3
Education - catering	4
Education - Treatment of Child	4
HR policy / process	4
Inappropriate Driving of Council Vehicle	4
Litter	4
Public transport	4
School transport	5
Licensing	6
Benefits	7
General	8
Public conveniences	8
Environmental & animal health	9
Parking	10
Commercial refuse	11
Cemeteries / burial	14
Grass cutting / grounds maintenance	20
Street lighting	21
Council Tax	25
Planning applications / enforcements	25
Roads maintenance / works / potholes	26
Domestic refuse / recycling	59
Substandard customer service	70

Table 1 provides a full breakdown of complaints into relevant categories. From the data in the complaints system, we have assigned each case a category, based on our understanding of the main issue raised in the complaint. Where complaints have been in connection with a number of issues, or could fall into various categories, we have assigned it the category we believe to be the main issue.

The larger categories are explored further within this report.

2. Service break down of complaints

Details about some of the larger categories / areas of complaints are provided in this section.

Table 2

	Number of complaints
Education issues	
Attendance Panel	1
Hermitage Academy	1
Administration of ELC provision	1
Colgrain Primary School.	1
St Andrews Primary school	1
Staffing	3
School catering	3
Not included within "Education" category, but related to Education service	Number of complaints
School buses / transport	6
School crossings	1

Education

11 complaints are reported against

Education under the category breakdown, however, related complaints are also shown below for school transport and crossings.

Table 3

Complaint subject	Number of complaints
Inadequate Information	
Council Tax - System Error	1
CT Portal	1
Council Tax	2
Council Tax Complaint	4
Council Tax Data Breach	4
Non Delivery	
Benefit Payment	1
Benefits (SWF)	1
Complaint about paying council tax-online CT service	1
Complaint- Maladministration by Council Tax Department	1
Council Tax	1
Council Tax Bill	1
Policy Restriction	
Benefits Complaint	1
Council Tax	1
Universal credit claim	1
Substandard Delivery	
Benefits Complaint	1
Benefits (Scottish Welfare Fund) Complaint	1
Council Tax (Debt Recovery) complaint	1
Scottish Welfare Fund - Stage 2 Complaint	1
Unacceptable Behaviour	3
Council Tax Complaint	7

Financial Services—Council Tax and Benefits

Table 3 provides information about the root cause of complaints about Council Tax and Benefits

2. Service break down of complaints

Table 4

Subject of complaint	Number of complaints
Inadequate Information	
Mishandling of high hedge application	1
Planning enforcement	1
Pre planning advice	1
Planning application	3
Communication	3
Late Delivery	
Planning application	1
Non Delivery	1
Planning/EIA Development	1
Policy Restriction	
Planning application	1
Planning breach	1
Substandard Delivery	
Communication	1
Planning enforcement investigation	1
Enforcement of planning condition	1
Planning application	1
Enforcement	2
Unacceptable Behaviour	2
Planning application	6

Development and Economic Growth —

Table 4 provides information about the root cause of complaints about planning applications and Enforcements.

Table 5

Subject of complaint	Number of
Inadequate Information	
Environmental Health	1
Late Delivery	
Condition of common stair	1
Non Delivery	
Environmental Health	1
Investigation of smoke nuisance	1
Regulatory Services	1
Substandard Delivery	
Environmental Health	1
Handling of noise complaint	1
Unacceptable Behaviour	
Algal Bloom	1
Littering	1

Table 5 provides information about the root cause of complaints about Environmental Health / Regulatory Services

2. Service break down of complaints

Category—Cemeteries and Burial

Table 6

Complaint subject	Number of complaints
Burial plot	1
Condition of cemetery	1
Crematorium service	1
Kilnaughton Cemetery, Port Ellen	1
Tighnabruaich Cemetery	1
Appin Cemetery	2
Dunoon Cemetery	2
Grounds maintenance in Cemetery	5

Roads and Infrastructure Services

Further details are provided in these tables about the subject of complaints within each category.

Category—Grass cutting and grounds maintenance

Table 7

Complaint subject	Number of
Cycle Path Helensburgh and the Arden roundabout	1
Footpath	1
Islay damage to flower beds	1
Service delivery failure	1
Staff conduct	1
Grass Cutting	7
Grounds maintenance	8

Category—Street Lighting

Table 8

Complaint subject	Number of complaints
Service delivery	1
Street Lighting - Ladeside Place	1
Street Lighting - Carradale	1
Communication	2
Lighting Fault	3
Street Lighting - Port Charlotte	3
Street lighting	10

2. Service break down of complaints

Category—Roads maintenance, works and potholes

Table 9

Complaint subject	Number of complaints
Damage/Injury	
Damage to vehicle	1
Loose man hole cover - Rothesay	1
Roads - trip incident Rothesay	1
Inadequate Information	
Flooding	1
Non Delivery	
Condition of pavements	1
Drainage	2
Flooding	1
Potholes	1
Service Delivery	1
Service delivery failure - road repairs	1
Substandard Delivery	
Condition of Glen Road, Mull	1
Condition of The Oa road, Islay	1
Damaged road drain	1
Drainage	1
Grit supplies	1
Road conditions	2
Road repairs to Straid aA Cnoc Clynder	1
Road surface	1
Roads Management	1
Roadworks	1
Signage	1
Surfacing	1
Temporary Surfacing	1
Unacceptable Behaviour	
Drainage	1

Roads and Infrastructure Services

Further details are provided in these tables about the subject of complaints within each category.

2. Service break down of complaints

Category—Domestic refuse and recycling

Table 10

Subject of complaint	Number of complaints
Assisted uplifts	2
Refuse collection	27
Bin Collection - Waters Edge	1
Bin Collection Mull	1
Missed Bin collection	3
Missed Glass Collection	1
Missed Medical Waste	1
Bin collection - Poor communication	1
Damaged bin - poor communication	1
Wheelie Bins broken	1
Food Waste Bags	1
Food waste collection	2
Glass recycling	1
Inadequate bin provision	1
Abandoned bin	1
Missing green bin	1
Mixed bin waste cross contamination	1
Recycling Bag Shortage	1
Recycling collections	5
Rubbish blown out of bins	1
Second green bin	1
Service deliver and communication failure	1
Service delivery failure	1
Staff Conduct/Missed Bin	1
Staff Conduct/Waste	1

Roads and Infrastructure Services

Further details are provided in these tables about the subject of complaints within each category.

Category—Domestic refuse and recycling

Table 11

Subject of complaint	Number of
Late Delivery	
Commercial waste	1
Non Delivery	
Commercial Refuse	3
Commercial Refuse contract	1
Substandard Delivery	
commercial glass collection	1
Commercial Refuse	4
Unacceptable Behaviour	
Commercial Refuse	1

3. Category breakdown

Table 12

Service	Number of complaints
Financial Services	2
Customer Support Services	8
Roads and Infrastructure Services	41
Development and Economic Growth	14
Live Argyll	5

Substandard Customer Service

Table 12 shows the breakdown of the complaints which have been categorised as “substandard customer service” - by service area.

Table 13

Subject of complaint	Number of complaints
Communication	24
Staff conduct	17
Data Protection	2
Customer Contact Centre	2
Registration of private landlords / HMO	3
Grant applications	3
Parking Services	2
Pest control	2
Grounds maintenance	1
Repairs to wall	1
Roads Operations	1
Service delivery failure	1
Slipway works disturbance	1
Speed limits	1
Housing Complaint	1
IT Operator	1
Benefits	1
Sundry Debtors	1
Live Argyll - Facility	3
Live Argyll - Disabled facilities	1
Live Argyll - Cancellation	1

Table 13 provides details of the subject of complaints which have been categorised as “substandard customer service”.