



VEOILA DATA 2022/23

Complaint numbers need considered within the context of 12 million bin collections each year.

- Below are the overall total Number of complaints and breakdown into problem solving / investigations / investigation review:

	2021/22	2022/23	% change
Closed – Stage 1	297	70	76%
Closed – Stage 2	53	2	-96%
Problem Solving Stage	1533	1260	-18%
Total	1,883	1,332	-29%

- 29% decrease on previous year
- Below are the top 3 reasons / areas of complaints of the total % (i.e. bin collection / charges etc)

	% complaints
1. Container management (charging for new/replacement bins)	52%
2. Black bin collection	21%
3. Paper bin collection	7%

- Below shows the % complaints responded to in 28 calendar days:

Resolution Stage 1	All Days
0-3 days	1
4-14 days	20
15-21 days	7
22-28 days	18
29+ days	24



- Below shows the reason for complaint:

Types of Complaint	Count
Accessibility	10
Delay	3
Failure or refusal to provide a service	464
Policy and legislation	120
Quality of service provided	682
Staff conduct	51

- Below shows the outcomes of complaints:

Outcomes	Volumes
Problem Solving	1,260
Service Failure Remedied	7
Misunderstanding Clarified	2
No Action Necessary	9
Agreed Way Forward	49
Rejected	
Withdrawn	3

- Veolia do not record recorded remedies and service improvements.