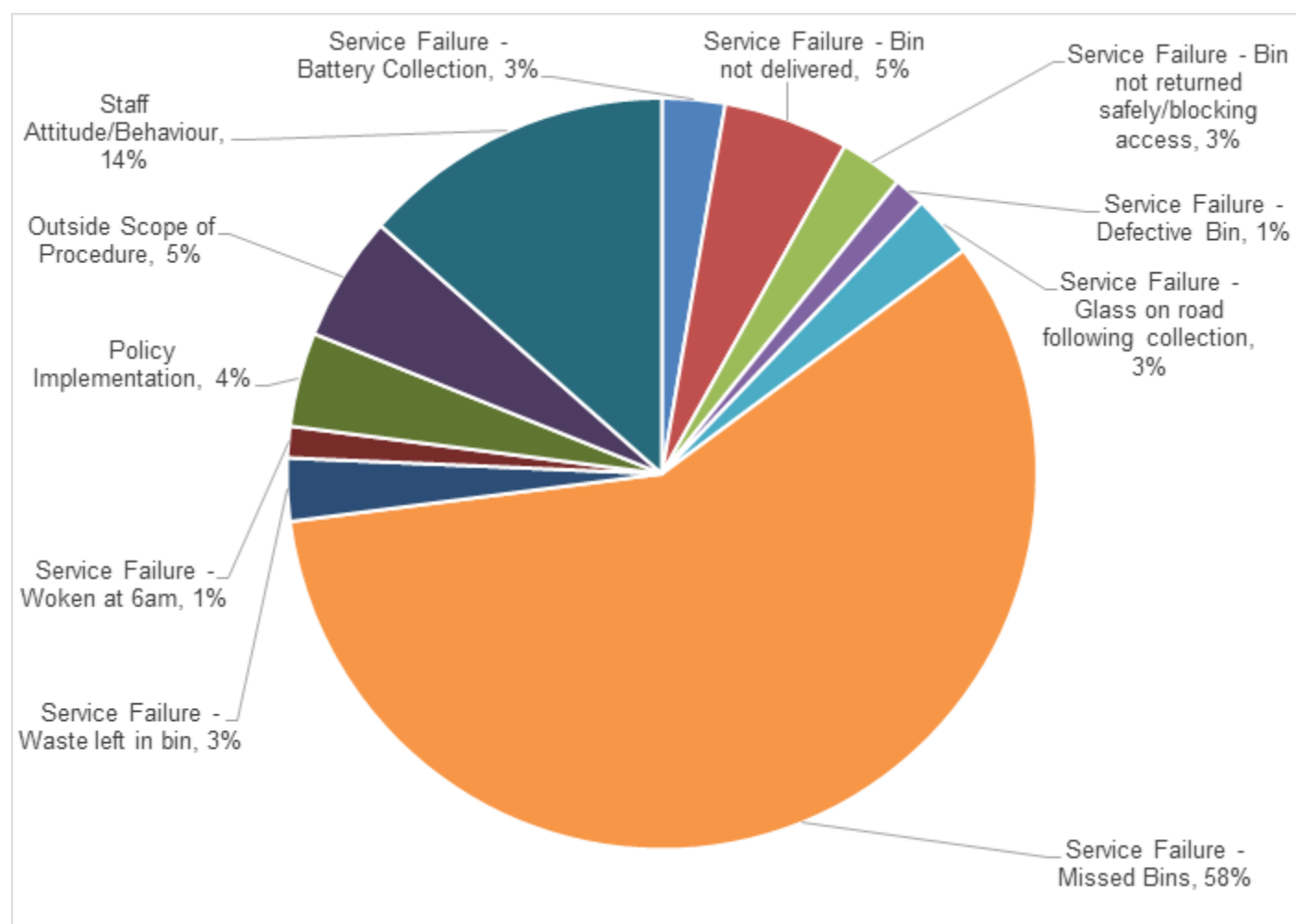


## **Waste – Nature of Complaints 2018/19**



## **Waste - % of upheld complaints broken down by nature**

Nature	% of complaints upheld
Service Failure - Battery Collection	100%
Service Failure - Bin not delivered	50%
Service Failure - Bin not returned safely/blocking access	50%
Service Failure - Defective Bin	100%
Service Failure - Glass on road following collection	0%
Service Failure - Missed Bins	47%
Service Failure - Waste left in bin	0%
Service Failure - Woken at 6am	0%
Policy Implementation	0%
Outside Scope of Procedure	0%
Staff Attitude/Behaviour	40%