

## Stage 1 Complaints: Outcome Examples

### Missed Collection Complaint

#### Upheld

Dear Mrs. Evans,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has been upheld.

After looking carefully into what happened, it's clear that we didn't get things right for you. I'm genuinely sorry for the impact this had and for the frustration it caused.

Our review showed that your recycling was not collected on the scheduled day because the crew incorrectly recorded the street as inaccessible, despite there being no obstruction at the time and we recognise that your experience didn't reflect the standard you should always be able to rely on.

To put things right, we'll be arranging an immediate collection and reminding the crew of the correct procedure for recording access issues, so this does not happen again, and we'll also take this as an opportunity to learn and make improvements.

Thank you again for bringing this to our attention. Your feedback helps us understand where we can do better to improve our services.

Kind regards,

#### Not upheld

Dear Mr. Davies,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has not been upheld.

I want you to know that we took time to look carefully at everything you shared.

After reviewing the information available, we found that the waste crew were unable to collect your rubbish because the bags had been placed inside your boundary rather than at the kerbside collection point, meaning they were not presented for collection in line with the service guidelines.

Based on this, the actions taken at the time were appropriate and in line with our processes. I appreciate that this may not be the outcome you were hoping for, but I'm grateful that you gave us the opportunity to review what happened.

Thank you again for getting in touch. Your feedback is important, and it helps us continue improving our services.

Kind regards,

## Noise Complaint

### Upheld

Dear Mr. Morgan,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has been upheld.

After looking carefully into what happened, it's clear that we didn't get things right for you. I'm genuinely sorry for the impact this had and for the frustration it caused.

Our review showed that although you reported repeated late-night noise from a neighbouring property over several weeks, we did not arrange a timely follow-up visit or keep you updated on the steps we were taking, and we recognise that your experience didn't reflect the standard you should always be able to rely on.

To put things right, we'll be scheduling an officer visit within 48 hours, placing the case on priority monitoring, and ensuring regular updates are provided to you throughout the process, and we'll also take this as an opportunity to learn and make improvements.

Thank you again for bringing this to our attention. Your feedback helps us understand where we can do better to improve our services.

Kind regards,

### Not upheld

Dear Mrs. Hughes,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has not been upheld.

I want you to know that we took time to look carefully at everything you shared.

After reviewing the information available, we found that officers conducted several visits, including evening monitoring, but no statutory noise disturbance was witnessed, and the noise levels recorded were within acceptable limits.

Based on this, the actions taken at the time were appropriate and in line with our processes.

I appreciate that this may not be the outcome you were hoping for, but I'm grateful that you gave us the opportunity to review what happened.

Thank you again for getting in touch. Your feedback is important, and it helps us continue improving our services.

Kind regards,

## Traffic Management Complaint

### Upheld

Dear Ms Rees,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has been upheld.

After looking carefully into what happened, it's clear that we didn't get things right for you. I'm genuinely sorry for the impact this had and for the frustration it caused.

Our review showed that the temporary road closure signage for the diversion was positioned incorrectly, causing drivers to enter your street despite it not being a designated route, which led to unnecessary traffic and safety concerns, and we recognise that your experience didn't reflect the standard you should always be able to rely on.

To put things right, we'll be relocating the signage immediately and issuing updated instructions to the contractor responsible for traffic management, and we'll also take this as an opportunity to learn and make improvements.

Thank you again for bringing this to our attention. Your feedback helps us understand where we can do better to improve our services.

Kind regards,

### Not upheld

Dear Mr Parry,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has not been upheld.

I want you to know that we took time to look carefully at everything you shared.

After reviewing the information available, we found that the traffic-calming measures installed in your area were implemented correctly following a full assessment, community consultation, and approved safety audit, and the resulting traffic flow aligns with what was expected.

Based on this, the actions taken at the time were appropriate and in line with our processes.

I appreciate that this may not be the outcome you were hoping for, but I'm grateful that you gave us the opportunity to review what happened.

Thank you again for getting in touch. Your feedback is important, and it helps us continue improving our services.

Kind regards,

## Highways Complaint

### Upheld

Dear Mrs. Griffiths,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has been upheld.

After looking carefully into what happened, it's clear that we didn't get things right for you. I'm genuinely sorry for the impact this had and for the frustration it caused.

Our review showed that your report of a dangerous pothole was not actioned within the expected timescale due to a logging error in our system, resulting in a delayed repair and ongoing risk to road users, and we recognise that your experience didn't reflect the standard you should always be able to rely on.

To put things right, we'll be prioritising the repair, reviewing our reporting processes, and providing additional guidance to staff to prevent repeat delays, and we'll also take this as an opportunity to learn and make improvements.

Thank you again for bringing this to our attention. Your feedback helps us understand where we can do better to improve our services.

Kind regards,

### Not upheld

Dear Mr Thomas,

Thank you for raising your concerns with us. I'm writing to confirm that your complaint has not been upheld.

I want you to know that we took time to look carefully at everything you shared.

After reviewing the information available, we found that the road repairs in your area were completed in line with our maintenance schedule and prioritisation criteria, and although the road surface may appear uneven, it meets the required safety standards.

Based on this, the actions taken at the time were appropriate and in line with our processes. I appreciate that this may not be the outcome you were hoping for, but I'm grateful that you gave us the opportunity to review what happened.

Thank you again for getting in touch. Your feedback is important, and it helps us continue improving our services.

Kind regards,