

## Service: Streetscene Services - Horticulture

Complaint Details			Access Method	Type	Stage	Action by SSDC	Close?	Other comments
Ref	Description	Address						
1.1	<i>Example Description</i>	<i>Example Address</i>	<i>Email</i>	<i>Poor Communication</i>	<i>Stage One SM</i>	<i>Improved Communication</i>	<i>Yes</i>	<i>Example Comments</i>
1	Poor grass maintenance	Wincanton	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Grass cut
2	Missed grass cutting on a public green	Yeovil	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Grass cut
3	Pathway and steps overgrown with weeds, nettles and brambles	Ilminster	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Steps cleaned
5	Aggressive behaviour from a council worker		Email	Staff Handling	Stage One SM	Improved Communication	Yes	member of staff was spoken to about her approach
7	Unhappy with grass cutting by SSDC	Templecombe	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Team returned to blow grass in
9	Litter being cut up by mower drivers and nettles not being cut	not taken	Phone	Failure to deliver	Stage One SM	Staff Training	Yes	Supervisor to speak to crews. Nettles cut back from hand rails
11	We have sprayed weed killer over customer's grass	Yeovil	Phone	Failure to deliver	Stage One SM	Problem Rectified	Yes	?
12	Overgrown hedges on cycling path	Yeovil	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	hedges trimmed back
16	Branches touching houses, obstructing light. Customer insists will contact her MP	Yeovil	Phone	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Jon advised will look at trees and contact customer
19	Grass not cut well and litter on side of road B3151	Ilchester	Email	Failure to deliver	Stage One SM	Problem Rectified	Yes	Quentin went to investigate but grass short. No sign of litter
21	SSDC vehicle was driven onto Mr Proctor's drive without his permission. When he asked them to get off his property they left without doing any work.	Yeovil	Via CS	Failure to deliver	Stage One SM	Changes in working practice/ procedure	Yes	Spoke to customer. Need to create new access to stop problem

23	Requested tree work but not received a call to discuss action	Yeovil	Via CS	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Investigated trees but found to belong to H/ways therefore passed to them for action
25	New dog bin is unnecessary & wants it removing from O/s customers house	Norton Sub Hamdon	Via CS	Issue with Policy/ Decision	Stage One SM	Problem Rectified	Yes	Customer contacted & bin moved to new location
35	1.Tree died and wants a replacement. 2. Nobody has contacted him	Martock	Via CS	Poor Communication	Stage One SM	Improved Communication	Yes	Customer contacted
38	Customer has to pay for their development as not adopted by the Council	Stoke Sub Hamdon	Online	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	Duchy land therefore SSDC not involved in adoption automatically goes to Management company
39	Trees on Boundary of SSDC offices overhanging path & blocking light to Wickes	Yeovil	Online	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	email to customer outlining the overhang laws
44	Unkempt and unclean footpath in Brian Mooney Close, Chard	Chard	Online	Failure to deliver	Stage One SM	Problem Rectified	Yes	Street Cleaners went & cut back & cleaned path