

## Complaints Monitoring 16/17

**Service: Streetscene Services - Street Cleaning**

Complaint Details			Access Method	Type	Stage	Action by SSDC	Close?	Other comments
Ref	Description	Address						
1.1	Example Description	Example Address	Email	Poor Communication	Stage One SM	Improved Communication	Yes	Example Comments
10	Litter and glass	Yeovil	Phone	Failure to deliver	Stage One SM	Problem Rectified	Yes	Informed of our cleaning & given H/ways phone number
18	Rubbish left out by nearby resident	Yeovil	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Chris advised will speak to residents reg. rubbish. Flytip collected
24	Mudford Road needs more sweeping	Yeovil	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Mudford Rd swept regularly on planned maintenance
26	Broken Glass in Car Park caused damage to customers car	Shepton Beauchamp	Via CS	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Customer unable to obtain compensation as glass not put there by SSDC & c/park regularly cleaned
31	Leaves have accumulated on the paths & road side of Mudford Rd but havent been cleared. Customer wants to have double yellow lines put down the road and YDH workers to park in their own car park	Yeovil	Via CS	Failure to deliver	Stage One SM	Problem Rectified	Yes	Road has already been cleaned by team but customer not happy.Nothing more we can achieve due to vehicles in the way. H/ways & YDH responsible for other issues
32	Dog bin o/s Cheekie Monkeys' day Nursery to be emptied more often	Ilminster	Via CS	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Bin already on regular collection but is being filled with litter
41	Litter on roadside verges not being cleared		Online	Failure to deliver	Stage One SM	Problem Rectified	Yes	Rural roads clean up done when resources available
42	Dog bin not available on housing estate	Yeovil	Online	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	We have dog bins available in parks/open spaces but cannot provide them everywhere & customer needs to take waste home
47	Customer requested path is cleared on 3 occasions & still nothing been done	Yeovil	Phone	Failure to deliver	Stage One SM	Problem Rectified	Yes	Customer visited & discussed then team returned carried out clean then checked by supervisor
48	Mud has been left on garage/footpath linking Play Park at Monks Dale to Abbey Rd Yeovil	Yeovil	Phone	Failure to deliver	Stage One SM	Problem Rectified	Yes	Path cleaned after work in play park