

The Waste & Commercial Services
Complaints about our service and how we responded – decisions from April 2008 - March 2009

WDC Complaint No.	Date Received	The Complaint	How we responded and any improvements that resulted
524	23/04/08	Recycling container was missed on scheduled day and then we did not return on the day promised.	Returned, emptied containers and apologised. Problem caused by staff shortages.
527	28/04/08	Resident of Heathfield - Rubbish is now continuously blowing onto our property, broken pieces of wood with nails in are deposited in our garden Do what we asked you to do on the 18th of February - clear the area of rubbish!	Site inspected - some items of wood dumped plus an old mattress, also some small items of litter. Previous reported items were removed (record of this on file) area was cleared in February - land appears to be being used as a dumping ground, possibly by local residents. Complaint not justified in that original report was dealt with however there does appear to be an ongoing dumping problem
535	27/05/08	Ex employee alleges that whilst working for Wealden via an agency, he was bullied by his supervisor. Examples given include denigrating his paperwork and speaking to him using a very rude abrupt manner.	Discussed with Supervisor and recruitment agency. There were issues with the complainants productivity and his recording of work completed (although standard of work was more than acceptable). Mr H did complain to his supervisor for being called "mate" rather than by his first name. His placement was terminated due to productivity issues. The line Manager overheard some of the conversations and had no reason to believe that bullying of any form had taken place. I do not find that this complaint has any justification and have written to the complainant confirming this. No further response received.
540	30/06/08	Mrs B moved into a brand new house 27/05/08 and phoned for refuse bins 03/06/08 and was told that they would take up to 10 days to arrive. A leaflet concerning refuse collection was also promised and	Contacted Mrs B and discussed the problems - explained the delivery arrangements and apologised for the lack of response - the delivery was later than normal expected and therefore

		was received. Mrs B phoned on several occasions but by 27/06/08 bins had still not arrived. Mrs B then said she wanted her Council Tax reduced because of no refuse collection for one month. She was advised to speak to the Council Tax Section, which she subsequently did was and advised that there is no provision in the Council Tax Legislation for Council Tax to be reduced where a taxpayer feels they have not received a service to which they are entitled by virtue of paying Council Tax..	complaint justified
541	27/06/08	This relates to the whole road. I moved into this new development on 28th May. The bin was emptied on the scheduled day (Monday) the first week but since then pickup has been late every week. I have called and been given various excuses (blocked road, sickness, unknown reason) This week our green rubbish is still outside. I think this level of service is unacceptable and wish to register an official complaint.	Apology and explanation sent. This week road blocked by contractors vehicles
555	11/06/08	Resident upset by the refuse driver. She claims he held his hand on the horn until residents started to come out - she admitted her car was slightly blocking the way and got it moved but driver started shouting and swearing, threatening that he had her number plate logged and that he would be back.	Apology and driver spoken to.
556	28/07/08	Resident of Uckfield was very upset by the driver of the kerbside collection vehicle. She claims he held his hand on the horn until residents started to come out - she admitted her car was slightly blocking the way and got it moved but driver started shouting and swearing, threatening that he had her number plate logged and that he would be back.	This complaint was investigated with the driver and the resident was apologised to.

557	30/07/08	Non collection of refuse and no recycling in area	Explained about the forthcoming expansion of recycling - apology for missed collection
569	27/08/08	Blue box was missed on Saturday (whole road/area) and when resident called in he was told it would be done on weds. He then spent time telling all his neighbours about weds collection. Then on weds he called up and was told that it wouldn't be done due to lack of staff and would be Thursday. Resident was still unhappy. A manager explained that boxes were initially missed on Sat due to agency staff not being familiar with the round. He wants to complain about the manager's attitude and that it has taken this long to collect missed boxes.	Spoke with Mr H and resolved concerns - Main issue was that staff had not provided accurate information initially and subsequent managers response was not helpful. Complaint regarding response justified, missed collection not identified as a complaint by Mr H.
574	22/09/08	On 20/08/08 Mr M reported to the Council that his green waste bin had been stolen. He was advised he would have a replacement by the end of September 2008, and to date has not received one. He is upset at the options given to him at his request. He asked for another bin of some sort that he could use for green waste while awaiting his replacement, but this was refused. close of business Wednesday 24/09/08, as his next green waste collection is due Thursday 25/09/08. The person he was speaking to said they would ring Amberstone Depot.	Contacted resident and explained position re lack of containers from suppliers and recent delivery/ schedule of planned deliveries to clear backlog over next two weeks. Resident understood the problems and hoped that he would receive his containers this week.
575	30/09/08	Complainant telephoned and subsequently emailed details of complaint . Driver had been abusive towards his wife regarding a parked vehicle. Threatened not to collect refuse in future	Discussed complaint with Mr J, interviewed crew, spoke with witness (neighbour). Responded to Mr J confirming that complaint is justified together with apology
591	22/12/08	Letter received complaining that the refuse driver was verbally abusive and blocked his ability to pass the refuse vehicle in Rattle Road, Westham.	Incident had been identified as a violence at work incident and reported by the driver at the time of the incident. Subsequently the supervisor spoke with the complainant and reported that Mr W had been abusive on the telephone. Driver

			interviewed and asked to explain what had happened. He driver confirmed that she had sworn back at Mr W but had felt threatened and intimidated by him. Response sent to Mr W on 23rd December advising that there were faults on both sides and that the driver had been reminded of the council code of conduct but that in the circumstance no formal disciplinary action was being considered.
600	15/01/09	Letter of complaint received regarding the standard of grass cutting in 2008 at Buxted court	Letter sent advising resident of standards and confirming that monitoring in 2009 would be undertaken to assess standards being achieved. As grass cutting had ceased for several months when complaint was received no other redress is practical and it is difficult to confirm whether complaint is justified - no previous complaints had been received in respect of work done at this site. Complaint not justified
607	12/02/09	Resident complaining about the lack of help and assistance with regard to needing sandbags to protect her property from flooding. On Monday 9 Feb 09 she rang at 6pm asking if she could have some sand bags urgently and was advised that somebody would call her back. She had no response and had to call the fire brigade to pump out the water. She thinks that 2 blocked drains in a farmers field next to her neighbours property were the problem and also asks if we can find out who owns the land and if they can be contacted to make sure drains don't get blocked in the future	Passed to Manager to investigate. He has liaised with those involved and has sent letter. Engineers also contacted resident about drainage. Complaint justified in part
610	24/02/09	Refuse crew consistently leave containers in front of garage doors preventing access	Complaint justified - based on numerous previous calls and action to be taken against crew concerned

611	27/02/09	Crew repeatedly leave bin in drive obstructing access - have reported several times previously by phone	Complaint justified - based on numerous previous calls and action to be taken against crew concerned
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