

## 35571 Complaints

The number of complaints about missed bin collections received by your local authority broken down by council ward in which the collection was to have taken place, for the last 5 financial years, broken down by year.

Missed Bin Escalated Complaints from April 2017 to January 2022:

Ward	2017/18	2018/19	2019/20	2020/21	Apr 2021 to Jan 2022
01-Almond	159	649	107	29	29
02-Pentland Hills	152	389	97	28	23
03-Drum Brae/Gyle	147	357	57	13	23
04-Forth	246	734	160	36	69
05-Inverleith	169	438	75	26	54
06-Corstorphine/Murrayfield	84	371	65	16	25
07-Sighthill/Gorgie	106	408	106	18	33
08-Colinton/Fairmilehead	169	306	44	9	34
09-Fountainbridge/Craiglockhart	105	175	46	21	29
10-Meadows/Morningside	102	221	65	15	28
11-City Centre	159	216	135	27	47
12-Leith Walk	68	307	95	42	50
13-Leith	97	265	80	31	77
14-Craigentinny/Duddingston	154	624	126	38	60
15-Southside/Newington	101	333	81	20	59

16-Liberton/Gilmerton	218	929	207	46	84
17-Portobello/Craigmillar	209	652	184	50	101
No code allocated	1				
<b>Grand Total</b>	<b>2,446</b>	<b>7,374</b>	<b>1,730</b>	<b>465</b>	<b>825</b>

The number of complaints received about street lights, broken down by the council ward in which the street light was situated, for the last 5 financial years, broken down by year.

Although the complaints received about street lights are not recorded on a Council Ward basis, the following numbers have been received city-wide:

2017 - 4 complaints

2018 - 5 complaints

2019 - 68 complaints

2020 - 18 complaints

2021 - 16 complaints

The number of times the Council has been notified of a pothole, broken down by the council ward in which the pothole is situated, for the last 5 financial years, broken down by year.

Please note that the Council does not receive specific pothole reports as such. The table below provides the nearest enquiry that we receive – 'E080 - Road defective Damaged'. This is predominantly the number of enquiries received regarding potholes however not exclusively.

	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022*
<b>1 - ALMOND</b>	1,070	653	1,488	1,080	833
<b>2 - PENTLAND HILLS</b>	1,051	774	1,185	872	792

<b>3 - DRUM BRAE/GYLE</b>	367	297	437	629	401
<b>4 - FORTH</b>	346	352	469	369	275
<b>5 - INVERLEITH</b>	399	409	505	369	382
<b>6 - CORSTORPHINE/MURRAYFIELD</b>	303	233	327	443	333
<b>7 - SIGHTHILL/GORGIE</b>	545	410	785	619	547
<b>8 - COLINTON/FAIRMILEHEAD</b>	433	298	470	427	388
<b>9 - FOUNTAINBRIDGE/CRAIGLOCKHART</b>	318	198	344	290	277
<b>10 - MEADOWS/MORNINGSIDE</b>	487	322	484	367	424
<b>11 - CITY CENTRE</b>	1,044	671	872	422	339
<b>12 - LEITH WALK</b>	229	221	239	126	109
<b>13 - LEITH</b>	256	236	357	134	144
<b>14 - CRAIGENTINNY/DUDDINGSTON</b>	443	401	360	291	263
<b>15 - SOUTHSIDE/NEWINGTON</b>	607	424	465	420	379
<b>16 - LIBERTON/GILMERTON</b>	452	469	494	478	457
<b>17 - PORTOBELLO/CRAIGMILLAR</b>	267	231	300	343	288
<b>TOTAL</b>	<b>8,617</b>	<b>6,599</b>	<b>9,581</b>	<b>7,679</b>	<b>6,631</b>

\* 01/04/2021 to 31/01/2022

The number of complaints received about environmental health issues broken down by the ward where the issue took place, for the last 5 financial years, broken down by year.

This relates to anything that has been referred to the Environmental Health department.

Please refer to the following attached document:

35571 Q4 - Environmental Health Complaints

The number of Complaints received about street cleanliness per council ward, for the last 5 financial years, broken down by year.

Street Cleansing Escalated Complaints from April 2017 to January 2022:

Reporting Area	2017/18	2018/19	2019/20	2020/21	2021/22
St Cleanliness Complaints	102	28	2	1	1

Note: We are unable to break Complaints down by Ward

The number of Complaints received about graffiti per council ward, for the last 5 financial years, broken down by year.

Graffiti Escalated Complaints from April 2017 to January 2022:

Reporting Area	2017/18	2018/19	2019/20	2020/21	2021/22
Graffiti Complaints	3	4	0	0	0

Note: We are unable to break Complaints down by Ward

The number of Complaints received about pest infestations per council ward, for the last 5 financial years, broken down by year.

The number of 'Service Requests' received about pest infestations per Council Ward, for the last 5 financial years, broken down by year.

Wards	April 2016 - March 2017	April 2017 - March 2018	April 2018 - March 2019	April 2019 - March 2020	April 2020 - March 2021
Almond	191	245	294	204	56
Pentland Hills	236	356	434	433	204
Drum Brae/Gyle	136	116	127	96	24

Forth	608	594	537	475	160
Inverleith	257	228	211	157	63
Corstorphine/Murrayfield	162	108	130	85	18
Sighthill/Gorgie	553	401	457	418	179
Colinton/Fairmilehead	154	104	112	93	34
Fountainbridge/Craiglockhart	204	135	157	96	23
Morningside/Meadows	185	151	162	95	23
City Centre	274	288	325	348	39
Leith Walk	166	143	139	94	32
Leith	348	243	305	242	83
Craigtinny/Duddingston	460	433	424	330	203
Southside/Newington	423	330	383	280	47
Liberton/Gilmerton	354	321	380	321	112
Portobello/Craigmillar	295	351	434	403	149

The total number of complaints made about services provided by the Council, broken down by council ward, and subject matter (excluding those complaints which have been covered by the other requests in this email), for the last 5 business years, broken down by financial year.

The table below provides Environmental Health Complaints which are not captured in the table in A4 above.

Reference	Date	Subject Matter	Ward No.
811283	10/09/2018	Dissatisfaction with outcome of noise investigation	01-Almond
770048	14/06/2018	Dissatisfaction with outcome of Food Hygiene inspection	04-Forth
813509	29/07/2019	Complaint against Officer investigating noise complaint	05-Inverleith

773080	17/07/2018	Complaint against Officer investigating Health and Safety complaint	07-Sighthill/Gorgie
819798	20/09/2019	Dissatisfaction with outcome of odour investigation	07-Sighthill/Gorgie
713327	31/01/2017	Complaint against Officer investigating Health and Safety complaint	09-Fountainbridge/Craiglockhart
723890	21/04/2017	Dissatisfaction with outcome of noise investigation	10-Meadows/Morningside
815820	15/08/2019	Complaint against Officer carrying out Food Hygiene inspection	11-City Centre
849846	29/07/2020	Complaint against visit by Officer providing Covid advice	11-City Centre
856205	23/09/2020	Complaint against visit by Officer providing Covid advice	11-City Centre
700648	11/10/2016	Complaint against Officer carrying out Food Hygiene inspection	12-Leith Walk
739673	05/09/2017	Dissatisfaction with outcome of odour investigation	12-Leith Walk
826831	14/11/2019	Complaint against Officer investigating odour and noise complaint	12-Leith Walk
813621	30/07/2019	Dissatisfaction with outcome of noise investigation	13-Leith
749267	29/11/2017	Delay in initial inspection of food premises	14-Craightinny/Duddingston
798721	21/12/2016	Complaint against Officer investigating dampness complaint	15-Southside/Newington
721382	04/04/2017	Dissatisfaction with outcome of Health and Safety investigation	15-Southside/Newington
779937	10/09/2018	Dissatisfaction with outcome of Food Hygiene complaint	15-Southside/Newington
834313	11/02/2020	Complaint against Officer investigating dampness complaint	15-Southside/Newington
759848	15/03/2018	Dissatisfaction with outcome of Health and Safety investigation	17-Portobello/Craigmillar
708655	15/12/2016	Complaint about phones line not being answered	No Ward Allocated
735617	03/08/2017	Complaint about web page links not working	No Ward Allocated

Also, please refer to the attached Annual Complaints Reports which provide an analysis of complaints handled by the Council. The information published over the years has sometimes fluctuated between total complaints received and total complaints closed over an annual period. There was no annual complaints report published in 2019/20 as the Council was required to flex and adapt to the Covid response, however I have noted the total complaints received in that period below:

2019/20 – Total complaints received: 8,168