

60514 Street Cleaning and Waste Management Service Failure Complaints

Would the Council please confirm that the Council keeps a register of the complaints that it receives about street cleaning and waste management service failures with date of each complaint recorded, details of the service failure reported in each complaint, the name and address of the complainant and whether the complaint is upheld, partially upheld or rejected out of hand.

Yes.

Please state how often any register of complaints or similar document is inspected by Keep Scotland Beautiful in its inspection of street cleaning.

Never.

Please state the number of complaints which the Council has recorded on the register since 1st January 2025

421 waste complaints and 37 street cleansing complaints raised.