

Appendix B- Complaints and Compliments registered by Peterborough Limited 2022/23

Peterborough Limited T/A Aragon	Complaint No. Received	Justified %	Number Escalated
Property	10	10%	0
Transport	3	33.33%	0
Grounds	77	28.57%	1
Building Cleaning	3	33.33%	0
Street Cleansing	42	19.04%	0
Refuse and Recycling	1632	18.81%	20
TOTALS	1767	19.5%	21

Part A – Aragon Services

Commentary and service improvements

Complaints have increased by 41% compared to the previous year due to several factors, e.g.

- During this period Aragon were unable to procure food waste bags for a period. As such the Council agreed to introduce an alternative process for ordering bags to enable Aragon to catch up with the back log of orders received. Meetings are due to take place in December to agree the most suitable process for delivering this service going forward. During this period a trial was introduced following a recommendation from Aragon which meant that people could only report a missed bin collection up until midday the day after collection. Having reviewed the number of complaints received a change has been introduced to extend this to 4pm which has significantly reduced the complaints received.

Performance

Performance 98.82% responded to within 15 working days.

Compliments

There were 47 compliments received by the service in 2022/23

NB: Examples of upheld complaints/escalated complaints and compliments can be provided if the committee requires it at a future date.

Part B – Vivacity Services

Peterborough Limited T/A Vivacity	Complaint No. Received	Justified %	Number Escalated
Sports	121	96.69%	0
Libraries	2	100%	0
TOTALS	123	96.7%	0

Commentary

Due to the pandemic Leisure and Cultural Services were transferred from Vivacity to Peterborough Ltd. This led to no data being provided for 2019-20 & 2020-21 as the services were suspended for some of this time or were in transition.

Complaint volumes for this service area have increased significantly from the previous year.

April 2022 and Mar 2023 saw high numbers due to

- Regional pool closure following Legionaries – communication
- Closure of the Regional pool car park – communication
- Lift at Premier Fitness – out of action
- Sauna and Steam at Premier fitness and replacement parts

Performance

Performance 100% Responded to within 15 working days.

Service Improvements

Be more transparent when reporting to members.

Improved maintenance reporting and approving.

Working closely with Contractures to speed up repair responses.

Compliments

There were 9 compliments received by the service in 2022/23