Customer feedback annual review 2025/2026

We receive a variety of customer feedback, from stage one and stage two complaints to MP enquiries, ombudsman enquiries and compliments. Every piece of feedback is important it helps us to understand what we are doing well and where we can improve. Complaints and MP enquiries, particularly provide valuable insight that can help us identify learning opportunities, improve our services and enhance the overall customer experience.



This report gives an overview of the feedback we received last year (1 April 2025 – 31 March 2026). Thank you to all our customers who have taken time to give us feedback this year. If you have any questions, please email our customer services team at enquiries@lichfielddc.gov.uk **or call 01543 308000.**

Key facts about compliments

52 thank you's

We received **52** compliments from customers compared to **98** last year. We define a compliment as feedback from a customer over and above common courtesy. The **most complimented service was joint waste** with **10** compliments, followed by **customer services** and **parks**. Thank you to all staff involved and to all our customers who took the time to let us know when we've done a good job. Your feedback is appreciated.

Why we said sorry and what we've done

We issued **27** stage one complaint apologies during 2025/26, a decrease from **55** in 2024/25. This is largely due to fewer complaints being upheld or partially upheld following investigation. Below is a summary of some of the key reasons we said sorry and the actions we have taken as a result to help improve our services.

Why we said sorry	What action we've taken
Missed assisted blue bin collections.	The crews returned the same day to empty the bins, and a reminder was added to the crews round folder.
Repeated missed bin collections.	Crews were issued with updated maps for the round area.
Waste bins/bags not being returned to the correct locations.	Teams were reminded of the importance of doing this correctly.
Poor customer services from revenues officers.	Concerns were discussed with team members so that this can be avoided in the future.
Facilities in public areas not working correctly.	Ensured that equipment was quicky fixed and that going forward more inspections were done.

Key facts about complaints

'The best authorities use complaints as a barometer of external opinion and as an early warning of problems that might otherwise stay unseen. They take that a step further and use critical feedback to drive a sophisticated culture of learning, reflection and improvement.' Local Government & Social Care Ombudsman (2020).

71 stage one complaints

We investigated **71 stage one complaints**, **3** of these were later withdrawn after our response had been provided. This is a **30% decrease** on last year, when **110** complaints were investigated.

33 upheld or partially upheld

Following investigation, **33** stage one complaints were either **upheld** or **partially upheld. 38** complaints were **not upheld**. This is because, while the customer was not happy with the service they received, or the decision the council made, teams had delivered the services or decisions in line with policy, and poor practice or injustice was not evident.

In 2024/25, **59** stage one complaints were upheld or partially upheld, so this is a significant decrease **(44%).** We issued **27** apologies during 2025/26, compared to **55** in the previous year.

29 stage two complaints

We responded to **29** stage two complaints during 2025/26. Of these, **20** were not upheld **(69%),** meaning **9** complaints **(31%)** were upheld or partially upheld. In the previous year, **15** stage two complaints were investigated, **5 (33%)** were upheld or partially upheld.

Most frequent upheld or partially upheld complaint areas (stage one)

Joint waste **13 (40%)** and revenues, benefits and corporate debt **12 (36%)** upheld or partially upheld the most complaints.

Although complaints about waste decreased from last year, the most common issues related to missed bins, blocked access and blue bag returns.

If you consider that our crews collected over **9.1 million** bins and bags from **85,000** properties the number of corporate complaints is very low.

Response times

Sixty-two (87%) of stage one complaints were responded to within the target timescales, this is a slight improvement on the previous year when **83% (85) of complaints met our target timescales.** When responses are not issued within 20 working days, we strive to keep customers informed of progress.

Stage two complaints can be complex in 2025/26 **79% (23) were responded to within the target timescale**. For those that did not meet the target timescale, customers were kept updated as to when their response would be sent.

LGSCO complaints

7 complaints

The Local Government & Social Care Ombudsman received **7 complaints**, of which **1** was upheld. **4 complaints** were closed after assessment without a formal investigation as they did not meet the threshold to be investigated, and **2** complaints were outside the Ombudsman's remit.

Key facts about MP enquiries

We received **99** MP enquiries. MP enquiries are often like a complaint, but the customer has used the MP to act on their behalf instead of coming to the council directly. **93%** were responded to within target timescales, which is a slight increase on the previous year when **92%** were processed in a timely manner.

99 enquiries received

Key areas

MP enquiries covered a wide range of services with the most for **housing (30%), planning (16%), regulation and enforcement (15%) revenues, benefits and corporate debt (10%).** Enquiries about joint waste, land ownership and leisure centres were also responded to**.**

Customer service feedback forms

Our Customer Services, Digital and waste teams continue to make it easier for customers to share their feedback. By introducing telephone and online surveys, we are providing more convenient ways for people to tell us about their experiences, helping us understand what is working well and where we can make improvements. www.lichfielddc.gov.uk/feedback



Feedback analysis

The number of stage one complaints reduced during the year, while stage two complaints increased. We also saw fewer stage one complaints upheld or partially upheld, with a small increase at stage two. While this cannot be evidenced definitively, we believe the stronger complaint recording, monitoring and oversight processes introduced through Customer Services have improved the identification and handling of complaints. Of the 33 stage one complaints that were upheld or partially upheld, 27 resulted in an apology. We believe an apology should be provided whenever a complaint is upheld or partially upheld and are working with services to ensure this happens consistently and is accurately recorded. All upheld or partially upheld stage two complaints received an apology.

Although fewer compliments were received than in the previous year, we remain delighted to have received so many compliments recognising the commitment, professionalism and excellent service provided by our teams.