Joint Waste Solutions - Complaints Data

	173 195 10 4
Jan Substitution S	195 10
BNR / Assisted Collections	10
<u> </u>	_
Crew Behaviour	6
Deliveries / Removals	24
Duplicate	3
Enquiry / Website	19
Garden Portal Issues	2
Incab challenge	11
	113
Not our remit	2
Waste Spillage	1
	153
BNR / Assisted Collections	7
Bulky Collections	5
Crew Behaviour	11
Deliveries / Removals	15
Duplicate	8
Enquiry / Website	1
Garden Portal Issues	4
Incab challenge	1
Invoicing / Payments	1
Missed Collections	85
Not our remit	3
Policy	11
Mar	107
BNR / Assisted Collections	5
Bulky Collections	2
Crew Behaviour	5
Deliveries / Removals	20
Duplicate	3
Enquiry / Website	3
Garden Portal Issues	4
Invoicing / Payments	1
Missed Collections	63
Policy	1
Apr	72
BNR / Assisted Collections	3
Bulky Collections	2
Compliment	2
Crew Behaviour	5
Deliveries / Removals	5
Duplicate	4
Invoicing / Payments	6
Missed Collections	45
May	86

Woking complaints 2021	Total
2021	1203
Jan	28
Crew Behaviour	4
Deliveries / Removals	3
Invoicing / Payments	1
Missed Collections	19
Not our remit	1
Feb	103
Crew Behaviour	3
Deliveries / Removals	12
Invoicing / Payments	2
Missed Collections	85
Not our remit	1
Mar	67
Crew Behaviour	5
Deliveries / Removals	7
Invoicing / Payments	7
Missed Collections	44
Not our remit	4
Apr	33
Deliveries / Removals	7
Invoicing / Payments	3
Missed Collections	22
Not our remit	1
May	107
BNR / Assisted Collections	9
BNR / Assisted Collections Crew Behaviour	_
	9
Crew Behaviour	9
Crew Behaviour Customer Service	9 3 9
Crew Behaviour Customer Service Damage to Property	9 3 9 1
Crew Behaviour Customer Service Damage to Property Deliveries / Removals	9 3 9 1 23
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate	9 3 9 1 23 3
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments	9 3 9 1 23 3
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection	9 3 9 1 23 3 16 2
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections	9 3 9 1 23 3 16 2 37 1
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit	9 3 9 1 23 3 16 2 37
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage	9 3 9 1 23 3 16 2 37 1
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun	9 3 9 1 23 3 16 2 37 1 1
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections	9 3 9 1 23 3 16 2 37 1 1 134 2 8
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections Crew Behaviour	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9 5
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9 5 1
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9 5 1 22
Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collection Missed Collections Not our remit Waste Spillage Jun BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate	9 3 9 1 23 3 16 2 37 1 1 134 2 8 9 5 1 22 7

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BNR / Assisted Collections	1
Bulky Collections	5
Crew Behaviour	7
Damage to Property	1
Deliveries / Removals	10
Duplicate	9
Garden Portal Issues	1
Invoicing / Payments	2
Missed Collections	50
Jun	142
BLANKS	2
BNR / Assisted Collections	1
Bulky Collections	1
Compliment	1
Crew Behaviour	12
Damage to Property	1
Deliveries / Removals	23
Duplicate	4
Enquiry / Website	3
Invoicing / Payments	2
Missed Collections	91
Not our remit	1
Jul	118
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	11
Damage to Property	2
Deliveries / Removals	12
Invoicing / Payments	3
Missed Collections	78
Missed collections	3
Passed to JWS	1
Policy	2
Stage 2 Complaint	2
Aug	106
BNR / Assisted Collections	3
Bulky Collections	6
Compliment	1
Crew Behaviour	
Deliveries / Removals	15
Duplicate	6
Invoicing / Payments	6
Missed Collection	1
Missed Collections	58
Missed collections	5
Not our remit	1
	170
Sep RNR / Assisted Collections	170
BNR / Assisted Collections	10
Bulky Collections	
Crew Behaviour	7

Waste Spillage	1
Jul	146
BNR / Assisted Collections	3
Bulky Collections	5
Crew Behaviour	5
Customer Service	16
Deliveries / Removals	16
Duplicate	4
Garden Portal Issues	1
Invoicing / Payments	6
Missed Collections	82
Waste Spillage	4
(blank)	4
Aug	155
BNR / Assisted Collections	4
Bulky Collections	2
Crew Behaviour	13
Customer Service	17
Deliveries / Removals	11
Duplicate	19
Garden Portal Issues	1
Invoicing / Payments	3
Missed Collections	76
Not our remit	1
Macta Spillago	0
Waste Spillage	8
Sep	117
Sep BNR / Assisted Collections	117 1
Sep BNR / Assisted Collections Crew Behaviour	117 1 5
Sep BNR / Assisted Collections Crew Behaviour Customer Service	117 1 5 20
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals	117 1 5 20 3
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate	117 1 5 20 3 1
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues	117 1 5 20 3 1 6
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments	117 1 5 20 3 1 6 11
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections	117 1 5 20 3 1 6 11
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage	117 1 5 20 3 1 6 11 69
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct	117 1 5 20 3 1 6 11 69 1 121
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections	117 1 5 20 3 1 6 11 69 1 121
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections	117 1 5 20 3 1 6 11 69 1 121 2
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour	117 1 5 20 3 1 6 11 69 1 121 2 2
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collections	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7 1 82
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collections Waste Spillage	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7 1 82 2
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collections Waste Spillage Nov	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7 1 82 2 69
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collections Waste Spillage Nov BNR / Assisted Collections	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7 1 82 2 69 1
Sep BNR / Assisted Collections Crew Behaviour Customer Service Deliveries / Removals Duplicate Garden Portal Issues Invoicing / Payments Missed Collections Waste Spillage Oct BNR / Assisted Collections Bulky Collections Crew Behaviour Customer Service Damage to Property Deliveries / Removals Duplicate Invoicing / Payments Missed Collections Waste Spillage Nov	117 1 5 20 3 1 6 11 69 1 121 2 2 10 8 2 5 7 1 82 2 69

Customer Service	4
Deliveries / Removals	37
Duplicate	1
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	3
Invoicing / Payments	11
Missed Collections	69
Not our remit	1
Policy	1
Waste Spillage	2
Oct	79
Assisted Collections	1
Bin Deliveries	1
Bulky Collection	4
Bulky Collection	4
Crew Behaviour	7
Crew Behaviour	3
Customer Service	8
Customer Service	6
Damage to Property	1
Deliveries/Removal	2
Duplicate	2
Garden Portal Issues	2
Invoicing/payment	1
Invoicing/payments	2
Invoicing/payments	1
Missed Collection	33
Waste Spillage	1
Nov	245
BNR / Assisted Collections	7
Bulky Collections	11
Crew Behaviour	9
Customer Service	1
Damage to Property	1
Deliveries / Removals	51
Duplicate	5
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	14
Invoicing / Payments	27
Missed Collections	89
Not our remit	15
Policy	5
Grand Total	1473
5. a. /a 10 tai	14,3

Customer Service	3
Damage to Property	2
Deliveries / Removals	13
Invoicing / Payments	1
Missed Collections	45
Dec	123
Bulky Collections	5
Crew Behaviour	10
Customer Service	13
Damage to Property	1
Deliveries / Removals	5
Garden Portal Issues	1
Invoicing / Payments	1
Missed Collections	79
(blank)	1
Grand Total	1203