

**Complaints Satisfaction Survey**

**Quarter 4 data (Mid-January – March)**

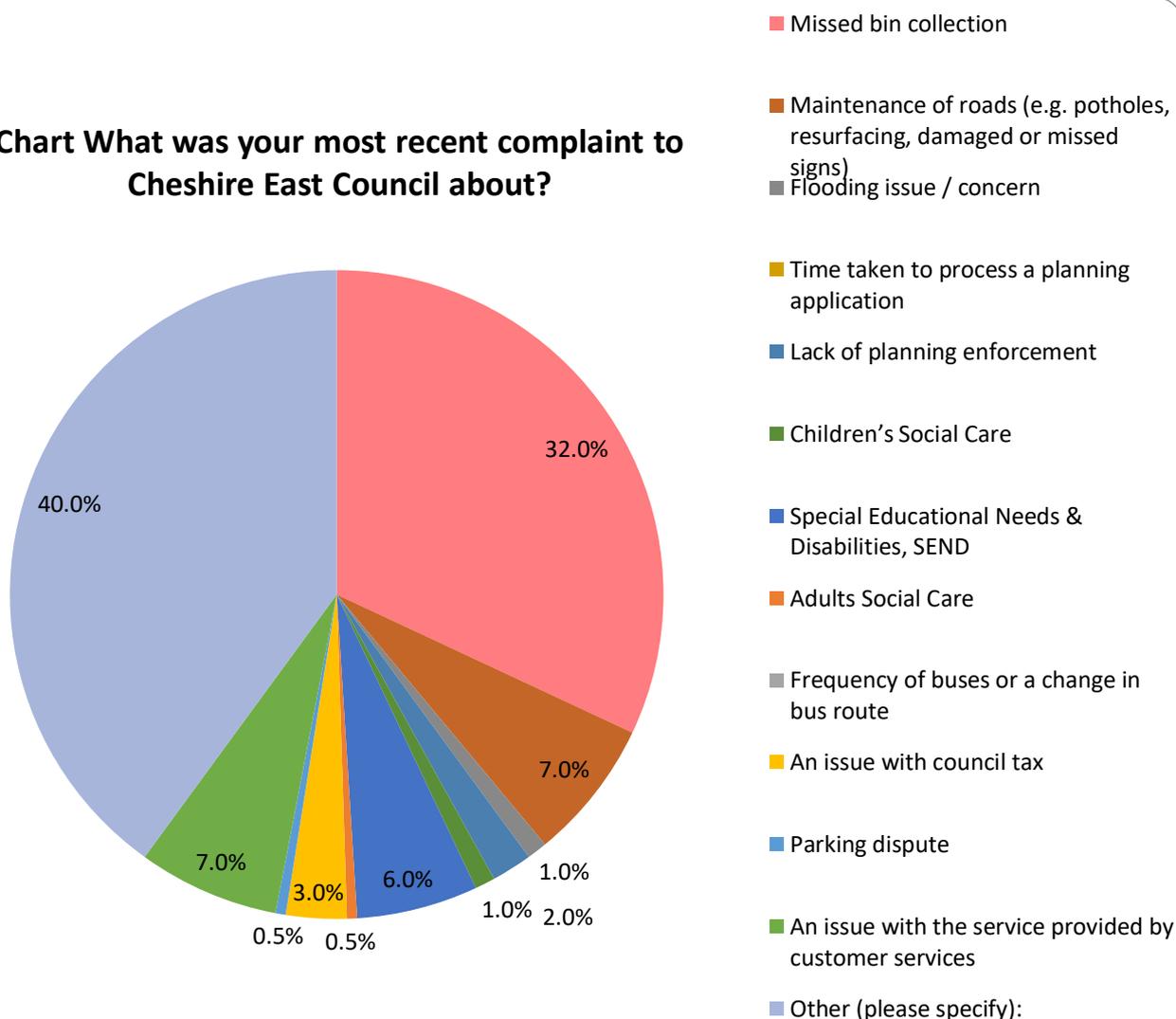
Survey Responses	
January	48
February	76
March	31
<b>Total Q4:</b>	<b>155</b>

**Question:** What was your most recent complaint to Cheshire East Council about? (Please select one option only)

The category selected the most was the ‘Other (please specify)’ at 40% (64 out of 155 responses). Of the 64 responses, 42% was regarding Waste Commissioning (18 regarding damaged bins/the replacement of damaged bins and 9 regarding the garden bin subscription service).

Missed bin collections was the second most selected category at 32% of responses.

**Chart What was your most recent complaint to Cheshire East Council about?**

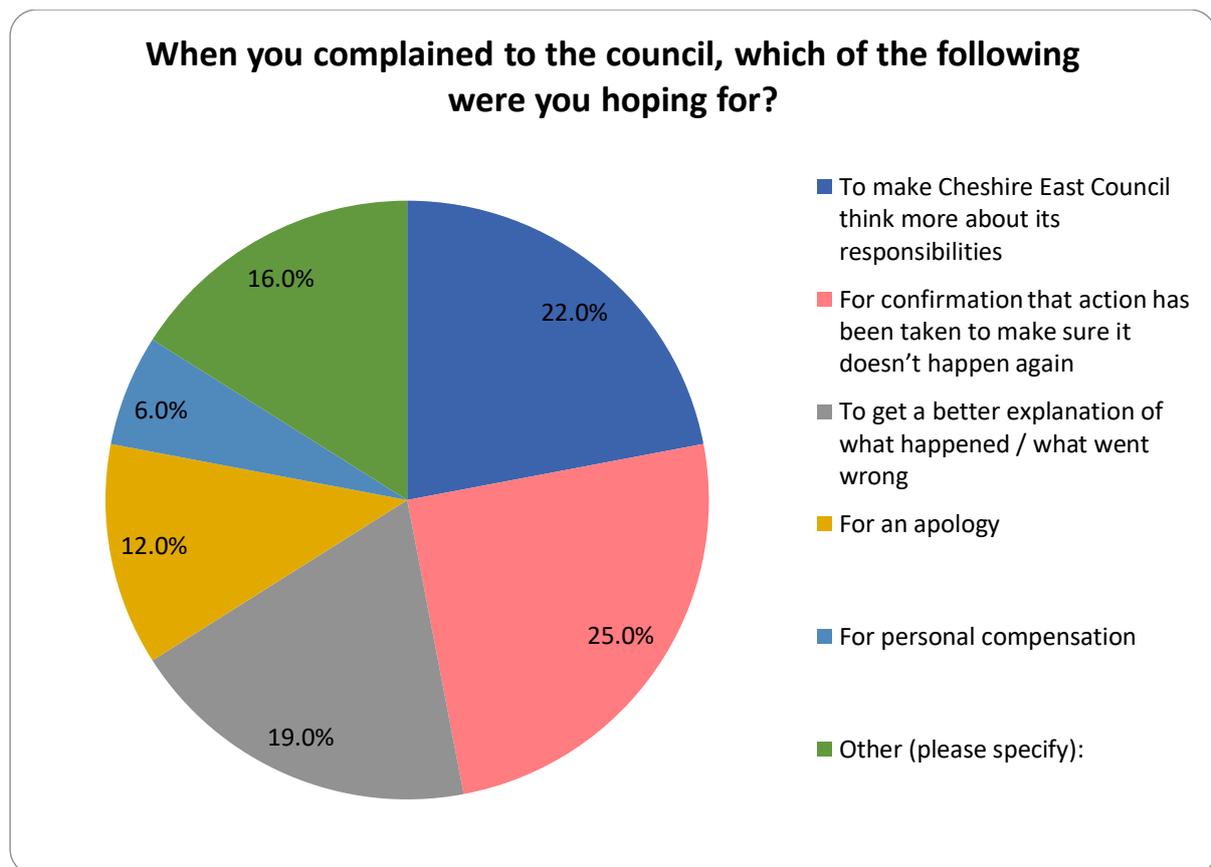


## Appendix 10 – Quarter 4 complaints survey report

**Question:** *When you complained to the council, which of the following were you hoping for?*

In Quarter 4, we had a total of 155 responses. There were 311 responses to this question, as customer could select multiple answers therefore it is likely most customers picked 2 or more options when answering this question.

We had 50 customers select the 'Other' category. 30 of the 50 responses in the 'Other' category (60%) detailed something regarding Waste/Waste Commissioning.



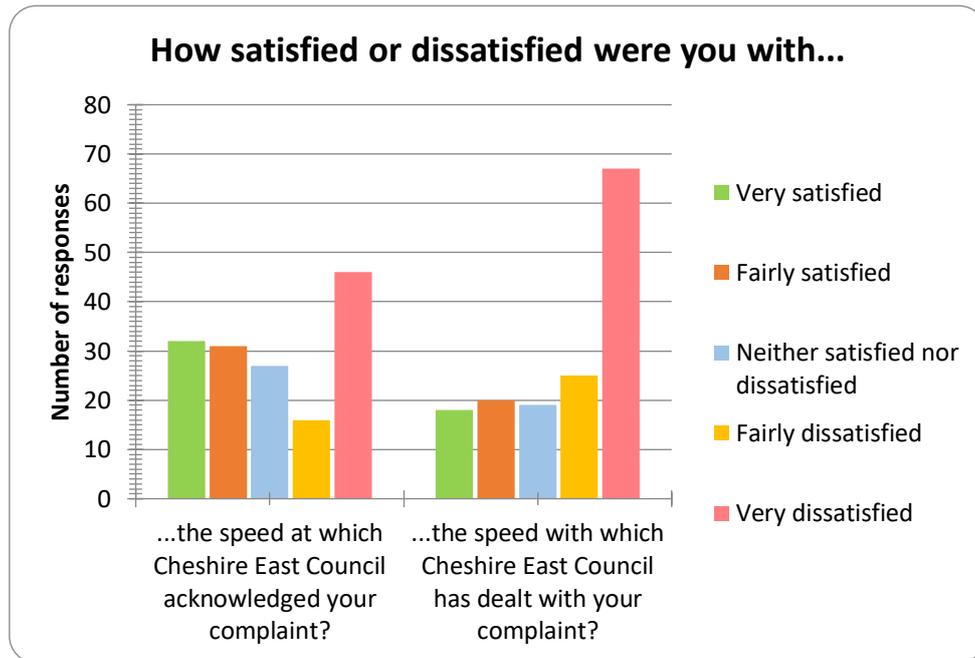
## Appendix 10 – Quarter 4 complaints survey report

**Question:** *How satisfied or dissatisfied were you with...*

*...the speed at which Cheshire East Council acknowledged your complaint?*

*...the speed at which Cheshire East Council has dealt with your complaint?*

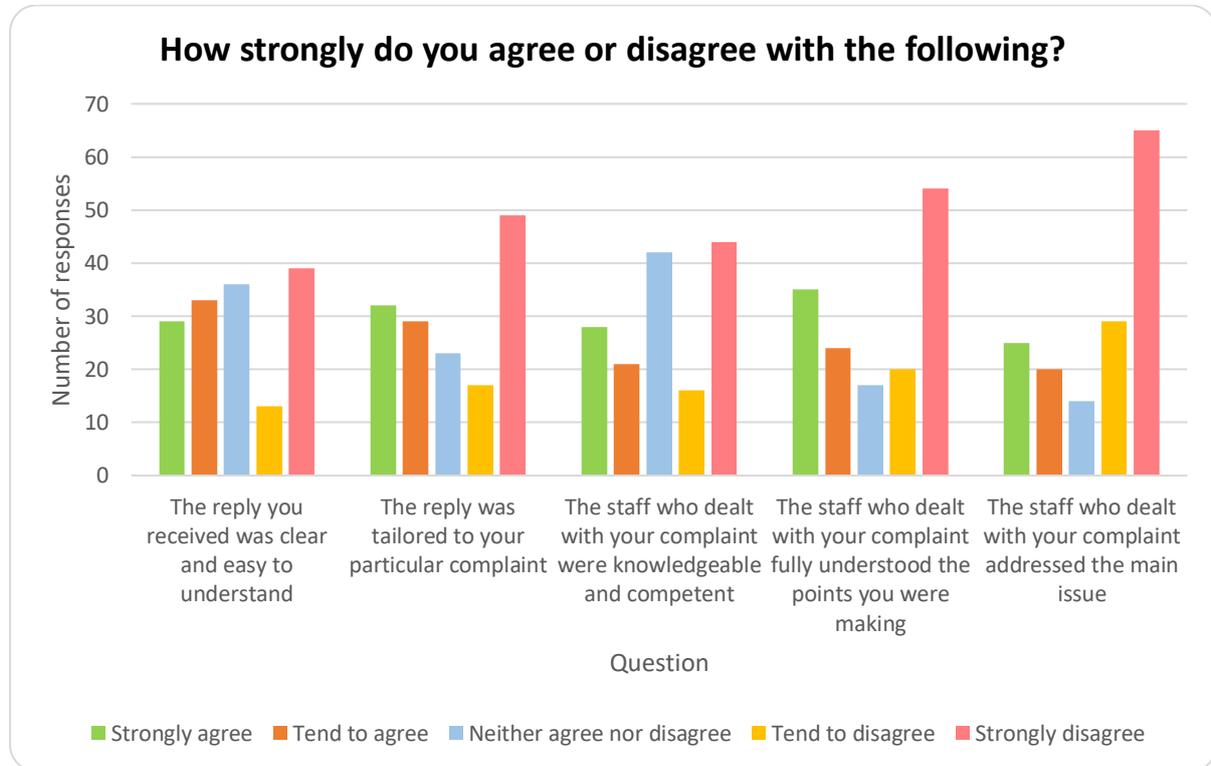
Across both questions the answer selected the most was 'Very dissatisfied' with 38% of customers selecting this option.



## Appendix 10 – Quarter 4 complaints survey report

**Question:** *How strongly do you agree or disagree with the following? (5 questions to answer)*

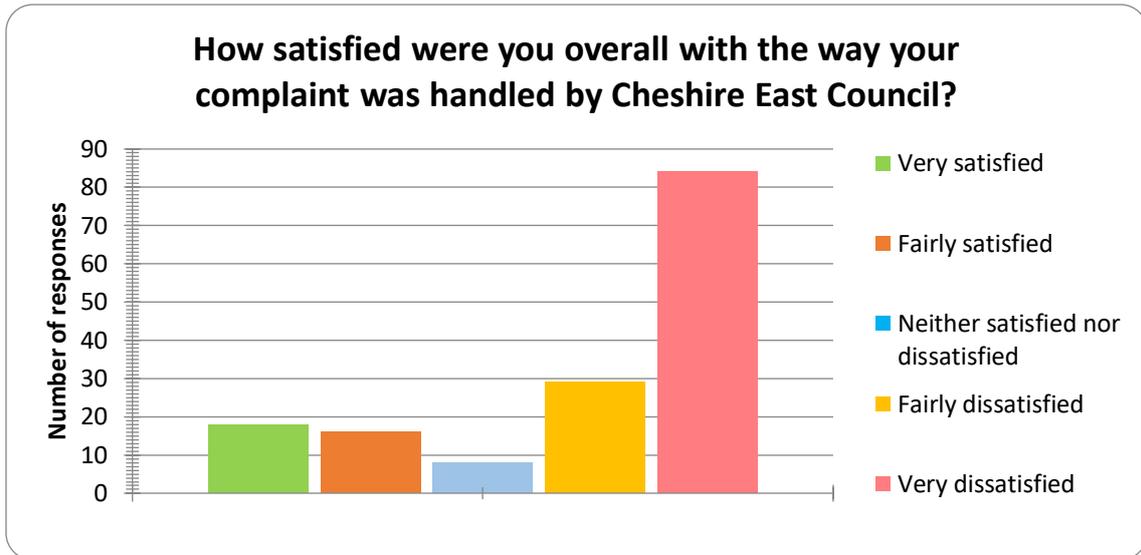
For each of the 5 questions asked, 'Very dissatisfied' was selected the most in answer to the all questions, however as an average across all 5 questions 'Very satisfied' was the second most common answer.



## Appendix 10 – Quarter 4 complaints survey report

**Question:** *How satisfied were you overall with the way your complaint was handled by Cheshire East Council?*

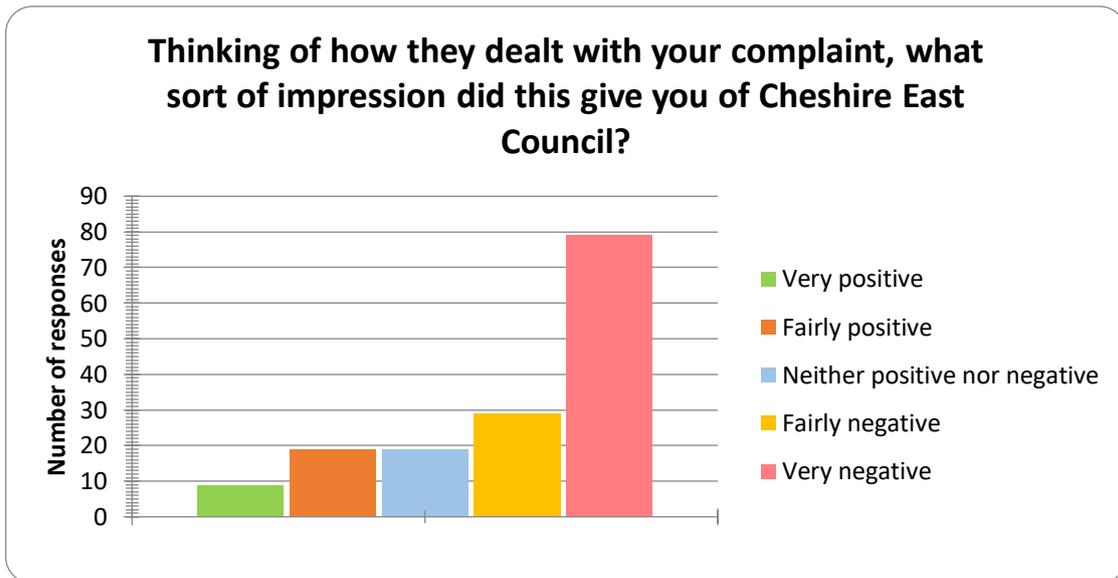
'Very dissatisfied' was by far the most common answer to this question, with 54% of customers selecting this option. As a second part to this question customers were also asked 'Why did you say that?'. 107 (out of 155) customers gave a reason for their selection, and the most common answer was that they felt that their complaint was still not resolved after going through the complaints process.



## Appendix 10 – Quarter 4 complaints survey report

**Question:** *Thinking of how they dealt with your complaint, what sort of impression did this give you of Cheshire East Council?*

108 out 155 customers (70%) felt that the way their complaint was dealt with left them with either a fairly or very negative impression of Cheshire East Council. 18% of customers were left with a fairly or very positive impression and 12% neither positive nor negative impression.



## Appendix 10 – Quarter 4 complaints survey report

**Question:** *Thinking back to what you were expecting at the outset when you first contacted Cheshire East Council to make your complaint, has the experience of dealing with them been better than, in line with or worse than you expected?*

56% of customer felt that their experience when making a complaint with Cheshire East Council was worse than they expected, 36% felt that their experience was in line with their expectations, and 9% felt that their experience was better than they expected.

