

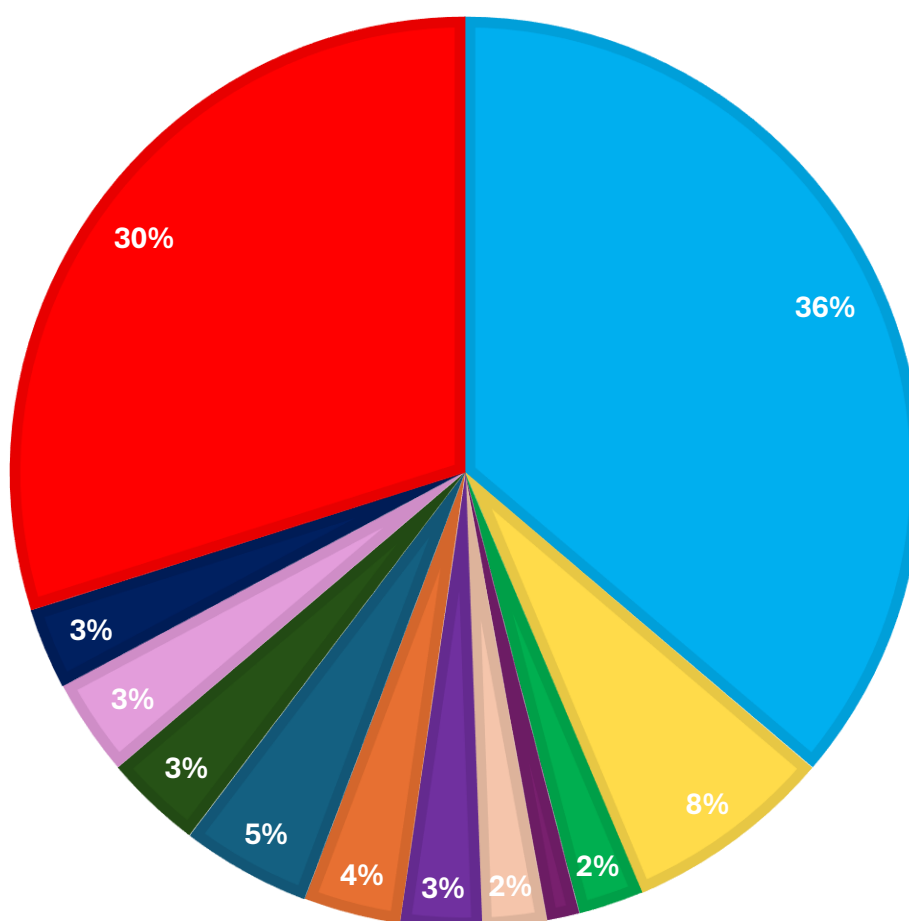
## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 1

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

- Missed bin collection
- Maintenance of roads (e.g. potholes, resurfacing, damaged or missed signs)
- Flooding issue/concern
- Time taken to process a planning application
- Lack of planning enforcement
- Children's Social Care
- Special Education Needs, Disabilities & SEND
- Adult Social Care
- An issue with Council Tax
- Parking dispute
- An issue with the service provided by Customer Services
- \*\*Other



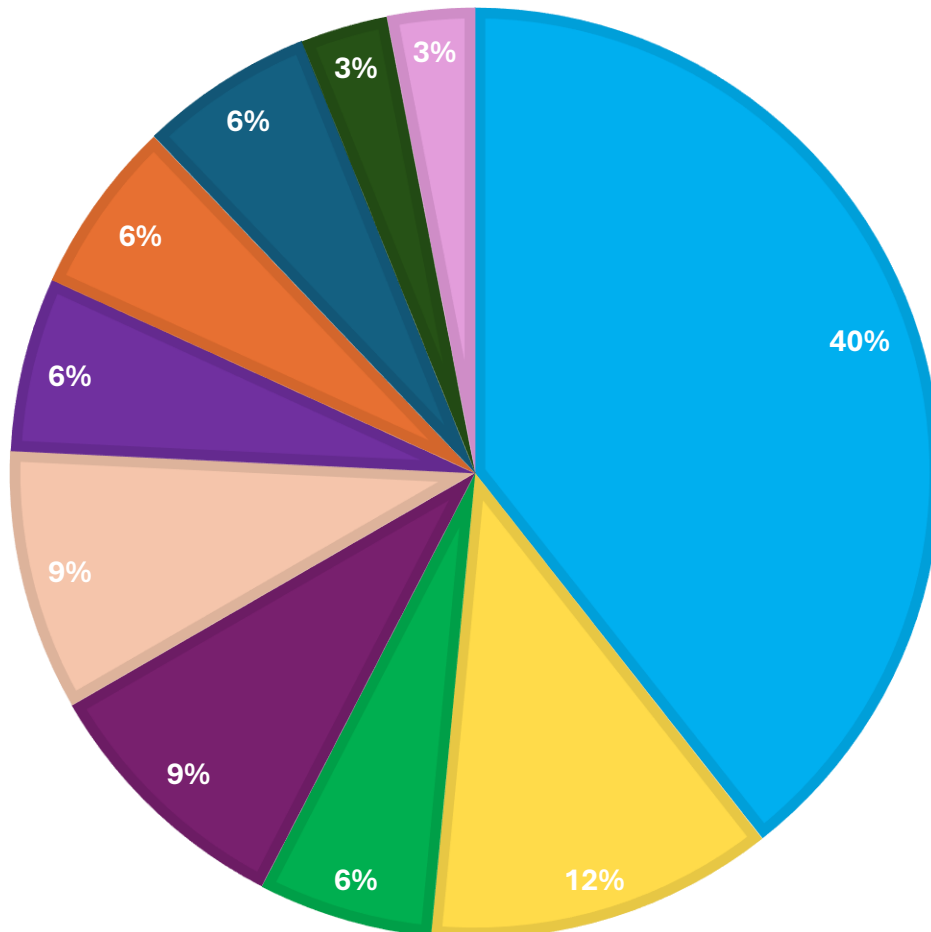
## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 1

**\*\*Of the 'other' category, below are the top 10 themes provided by the customer:**

- Damaged bins
- Bin collection and assistance
- Planning
- Closure of tip
- Issues with replacement bin
- Garden bin subscription service
- Ongoing waste collections
- General complaint
- School bus pass
- Increase in parking charges



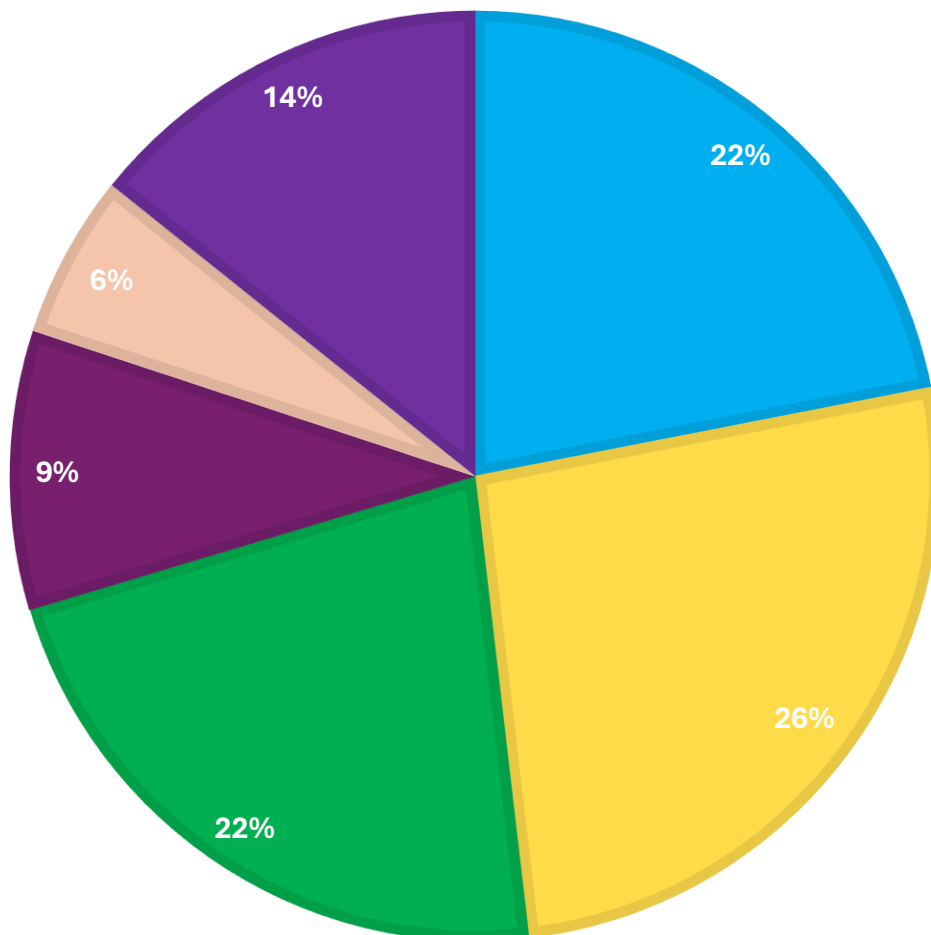
## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 2

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

- To make Cheshire East Council think more about its responsibilities
- For confirmation that action has been taken to make sure it doesn't happen again
- To get a better explanation of what happened / what went wrong
- For an apology
- For personal compensation
- \*\*Other (please specify):



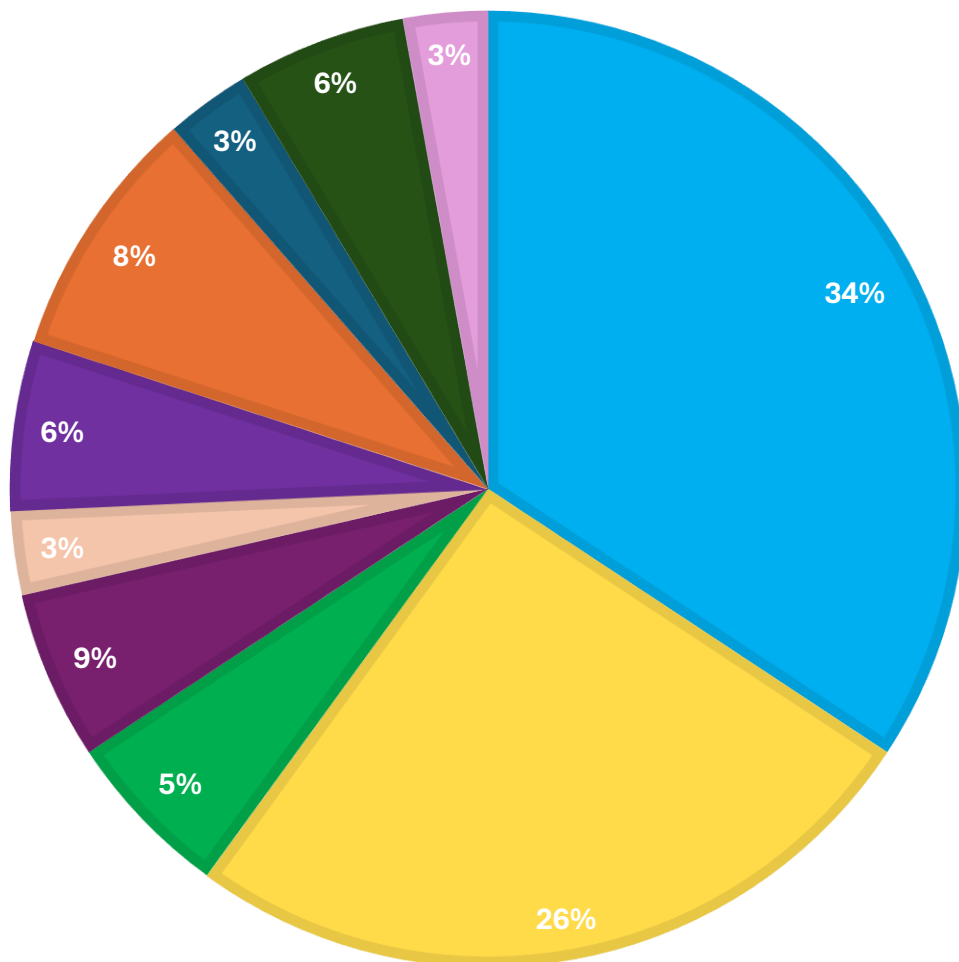
## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 2

**\*\*Of the 'other' category, below are the top 10 themes provided by the customer:**

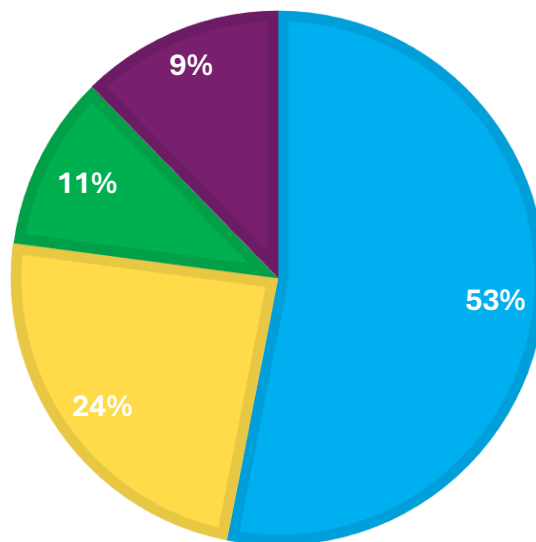
- To get a replacement bin
- Accountability and a thorough investigation.
- Answers to specific questions
- To waiver the charge for swapping size of bin
- To get them to carry out there legal obligations
- To get bins emptied
- Investigation and mediation, accountability & transparency
- For you to do what you implied in your letter
- To fix an obvious problem
- To object to the council plans.



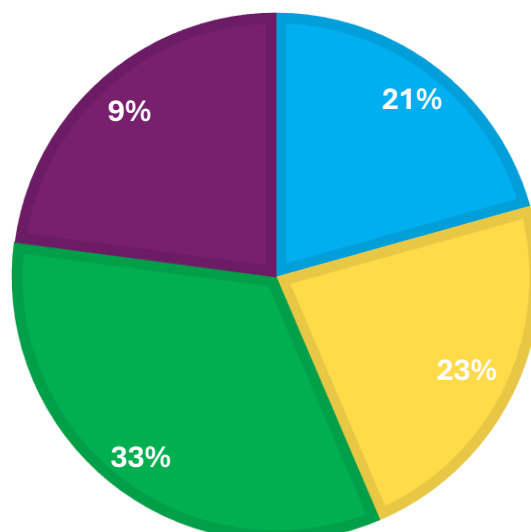
Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 3**

How quickly did you expect Cheshire East Council to...

*... acknowledge your complaint and let you know they were dealing with it?*



*...deal with your complaint and come back to you with an answer?*

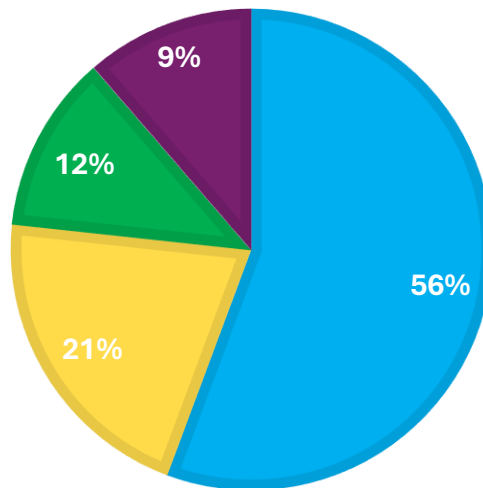


Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 4**

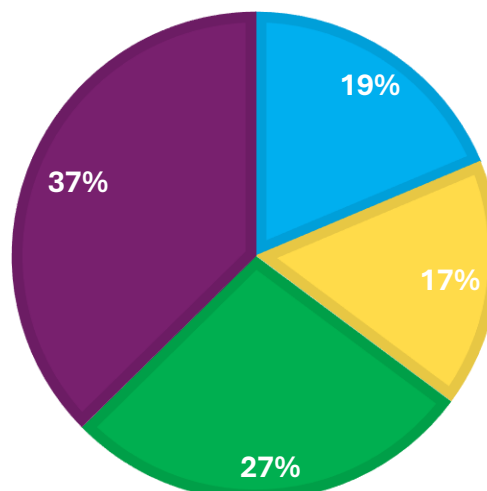
**How soon after you lodged your complaint with Cheshire East Council  
did you receive...**

***...an acknowledgement that they had  
received your complaint?***

- Within three working days
- Within three to five working days
- Within five to ten working days
- More than 10 working days



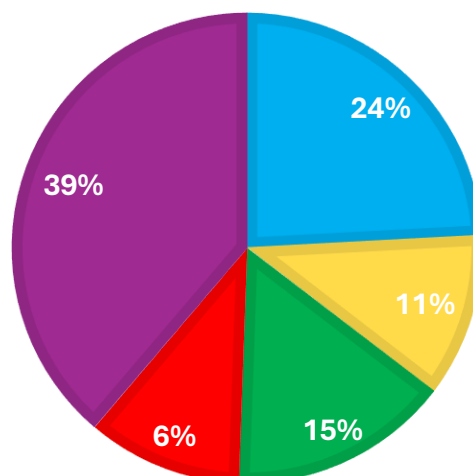
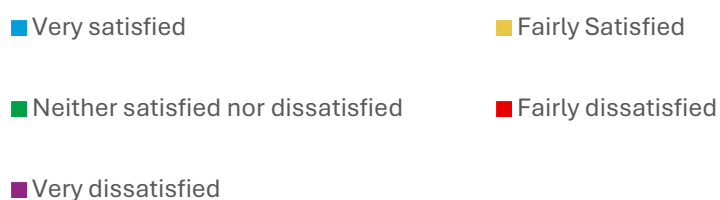
***...a reply from them with an answer to your  
complaint?***



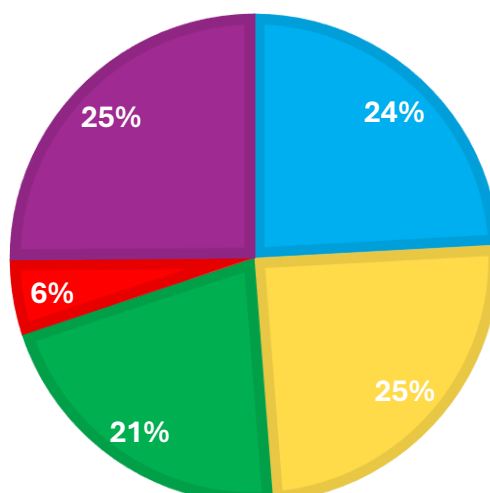
Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 5**

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

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



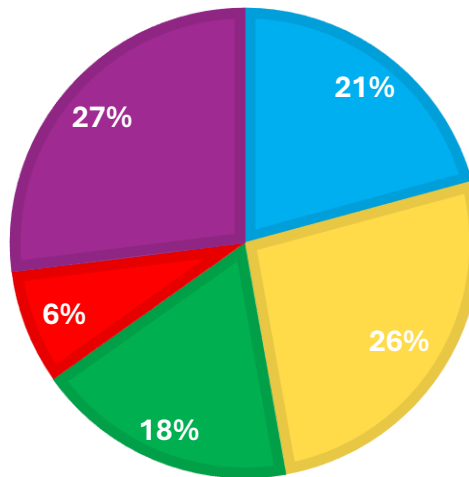
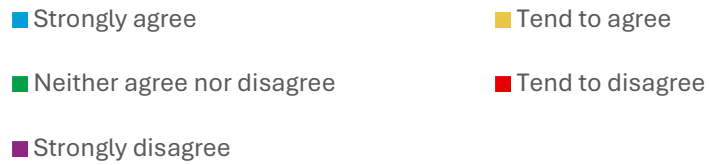
***...the speed at which Cheshire East Council acknowledged your complaint?***



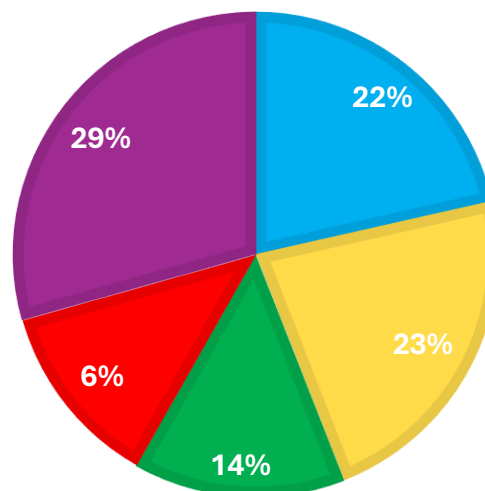
Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 6**

How strongly do you agree or disagree with the following?

*The reply you received was clear and easy to understand?*



*The reply was tailored to your particular complaint.*

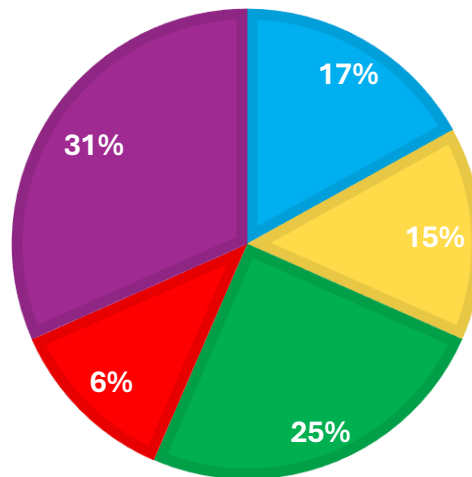
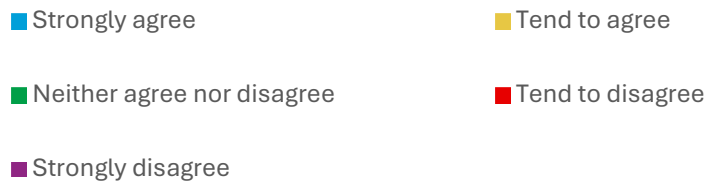




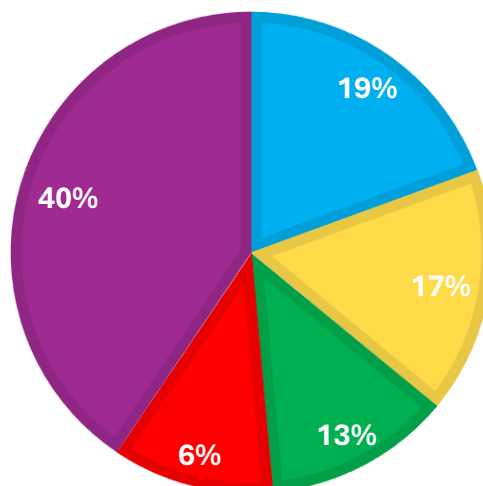
Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 6**

How strongly do you agree or disagree with the following?

***The staff who dealt with your complaint  
were knowledgeable and competent.***



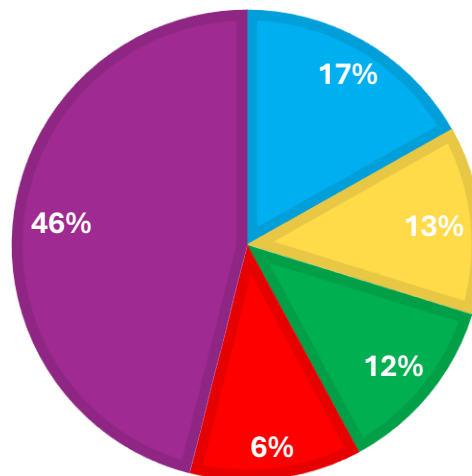
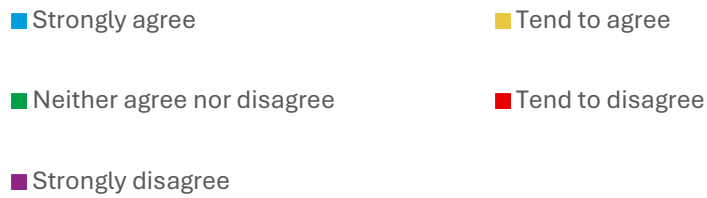
***The staff who dealt with your complaint  
fully understood the points you were  
making.***



Appendix 3  
Complaints Satisfaction Survey Summary 24/25  
**Question 6**

How strongly do you agree or disagree with the following?

*The staff who dealt with your complaint  
addressed the main issue.*

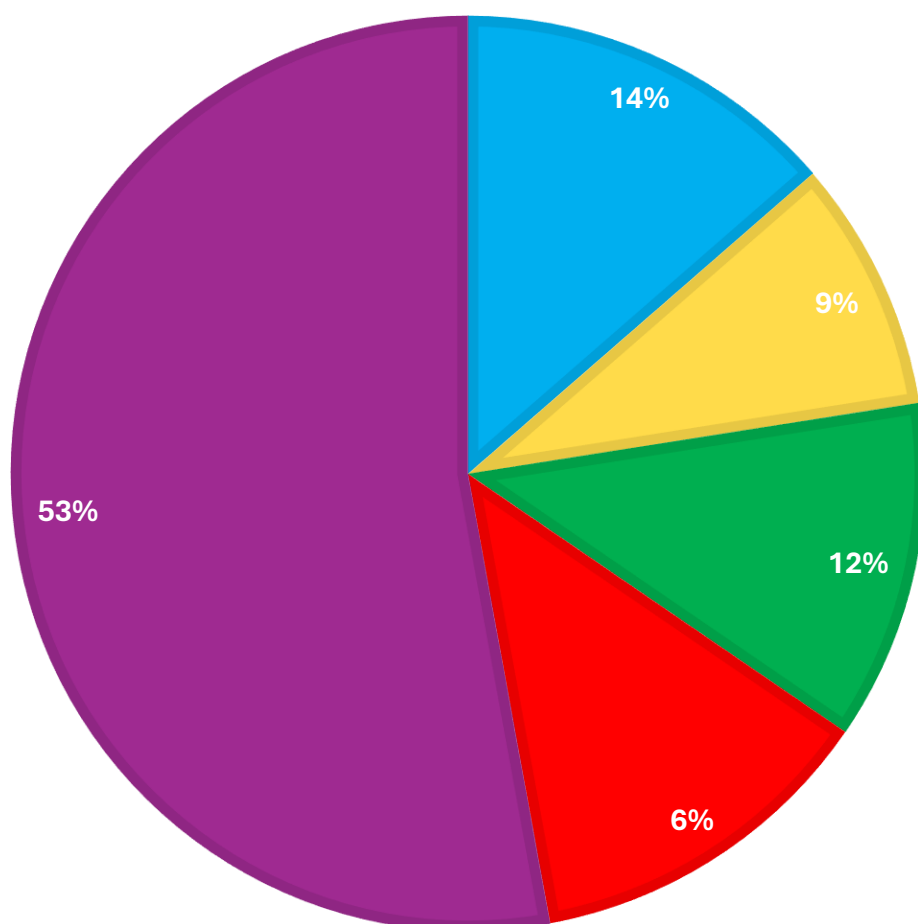
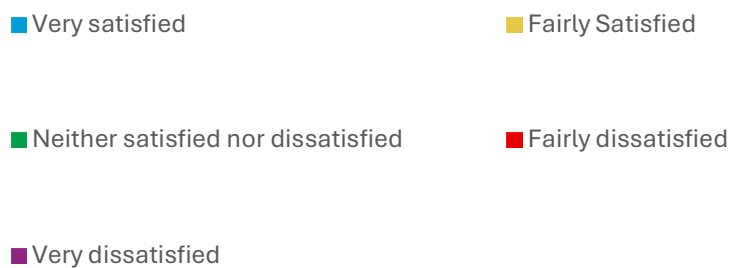


# Appendix 3

## Complaints Satisfaction Survey Summary 24/25

### Question 7

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

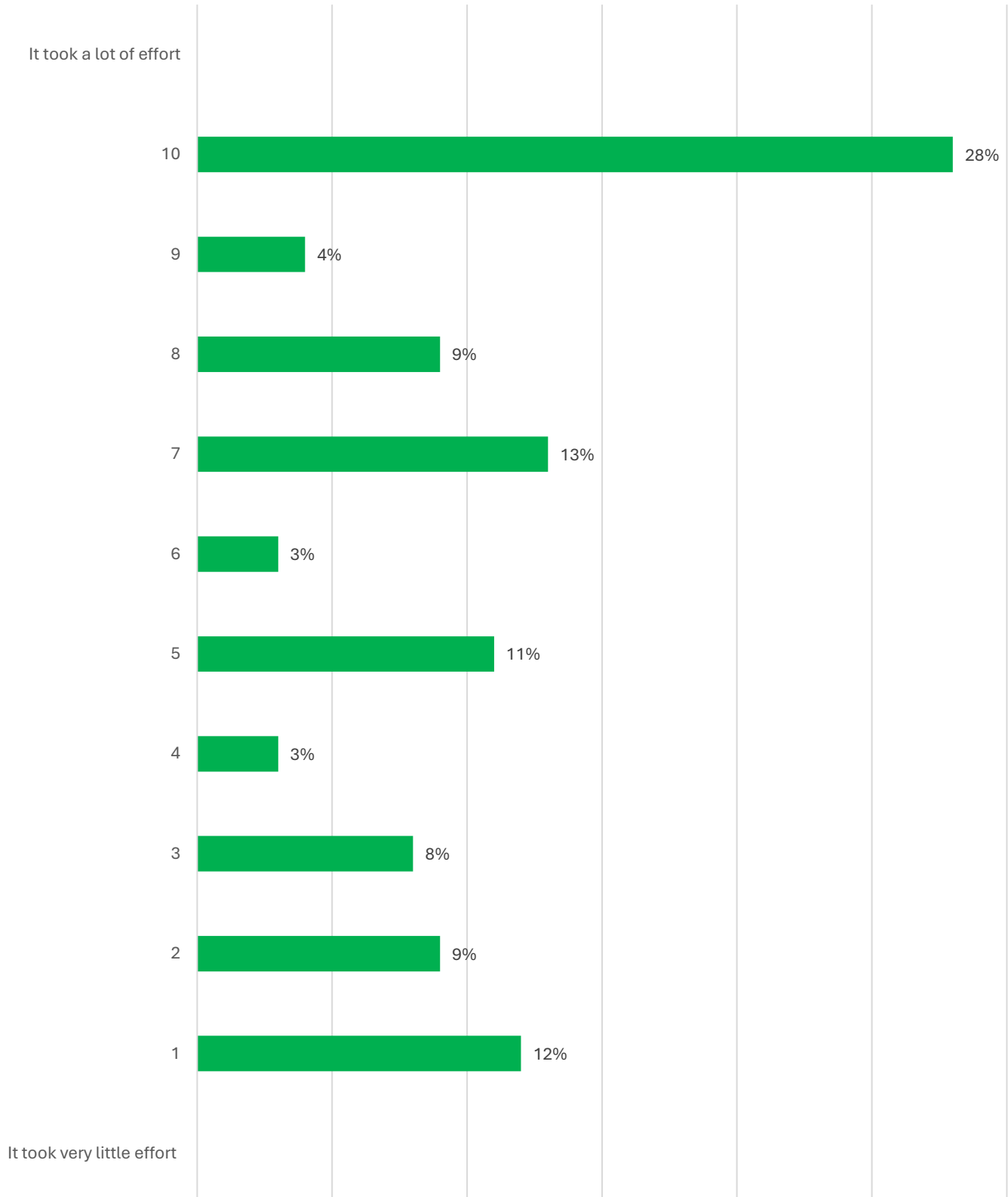


## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 8

On a scale of 1 to 10, where 1 is “It took very little effort”, how much effort did you have to make to register your complaint? 1 (I took very little effort) – 10 it took a lot of effort Please select one option only

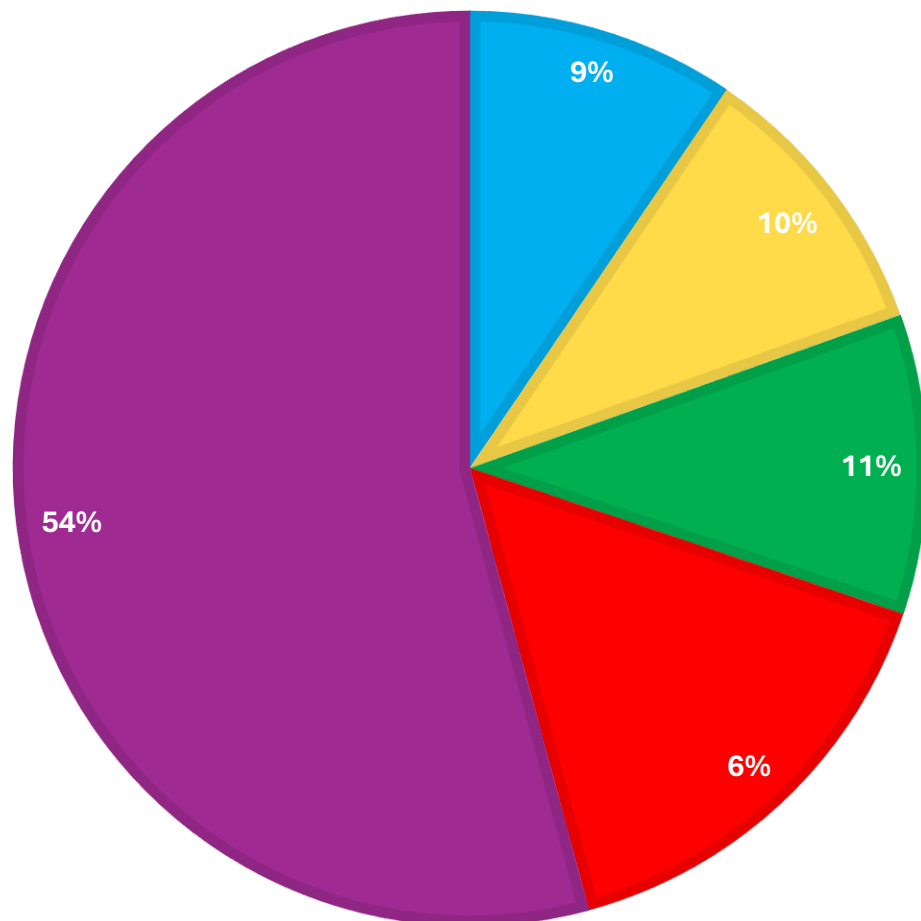
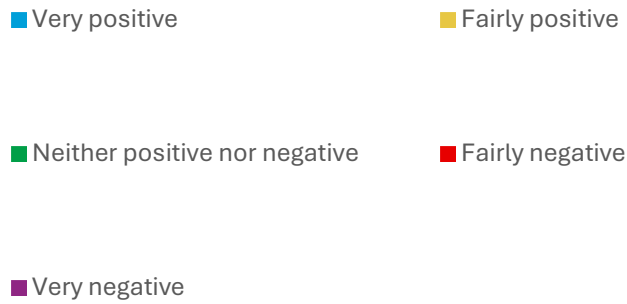


## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 9

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



## Appendix 3

### Complaints Satisfaction Survey Summary 24/25

#### Question 10

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?

