

Appendix D – Overview of complaints allocated to Biffa (data source: Biffa)

Period	2016-17	2017-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	2018-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	2019-20
Received: Stage 1	458	361	27	26	20	23	32	22	26	34	22	37	38	40	347	27	36	36	35	42	176
Stage 2	19	34	3	4	2		1	2	5	2	4	3	2	1	29	1	1	3	1	5	11
Informal	2	0	1	2	1		5	1	4	1	1	3	6	4	29	5	3	2	1	1	12
Enquiry		0				2	1	8	5	9	1	4	3	1	34	2	5	2	5	6	20
	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Incomplete	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complete	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Within SLA	413	376	30	32	23	25	39	31	39	46	27	46	47	46	431	33	45	40	42	45	205
	86%	95%	97%	100%	100%	100%	100%	94%	98%	100%	96%	98%	96%	100%	98%	94%	100%	93%	100%	83%	94%
Outside SLA	66	19	1	0	0	0	0	2	1	0	1	1	2	0	8	2	0	3	0	9	14
	14%	5%	3%	0%	0%	0%	0%	6%	3%	0%	4%	2%	4%	0%	2%	6%	0%	7%	0%	17%	6%
Average working days to complete	7.6	4.8	3.5	3.1	3.4	3.5	3.8	4.3	4.2	3.9	4.8	4.5	4.7	5.1	4.1	4.9	4.7	3.7	4.2	6.7	4.8
Outcome - Upheld																					
Yes	248	209	17	19	10	14	24	16	25	19	11	33	25	29	242	20	28	25	26	28	127
Partial	34	7		4	1			1		1	1	2	2	3	15			1	1	2	4
No	160	152	13	9	11	7	9	15	11	22	14	10	16	12	149	14	16	16	14	22	82
Withdrawn	2	1	1			2	1		2	1			1		8						0
Reallocated	35	26			1	2	3		2	1	1	2	3	2	17	1	1	1		1	4
Not Completed	0	0													0						0
Reject							2	1		2	1		2		8				1	1	2
	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Upheld or partially upheld	59%	55%	55%	72%	48%	56%	62%	52%	63%	43%	43%	74%	55%	70%	59%	57%	62%	60%	64%	56%	60%
Average number of complaints received per month		33													37						44