

Complaint Performance Statistics

Complaints Received	Closed complaints - Stage 1	Closed complaints - Stage 2	Referred to NIPSO
335	307	28	4

Annual Complaints Report
2024 - 2025

Performance against timescale

Stage 1 Target (5 days) ■ Met Target ■ Missed Target	Number of extensions authorised for Stage 1 Complaints 12
Stage 2 Target (20 days) ■ Met Target ■ Missed Target	Number of extensions authorised for Stage 2 Complaints 3

All Complaints - information and Details

Complaints by Directorate ■ Corporate Services ■ Operations ■ Development ■ Community	Complaints Outcome by Directorate ■ Upheld ■ Partially Upheld ■ Not Upheld
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Complaints Outcome (Closed complaints)

Stage 1 Outcome ■ Upheld ■ Partially Upheld ■ Not Upheld	Stage 2 Outcome ■ Upheld ■ Partially Upheld ■ Not Upheld
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NIPSO Complaints

Complaints referred to NIPSO 4	NIPSO referrals by Directorate ■ Corporate Services ■ Operations ■ Development ■ Community
	NIPSO referrals by decision ■ Settled* ■ NFA** *Agreement established between Council & Complainant ** NIPSO closed the referral with No Further Action

Actions taken to improve services as a result of lessons learned from complaints

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Directorate	Service Area	Complaints	Lessons Learned and Action Taken
Operations	Waste Services	The majority of complaints related to missed black bin collections. These cases typically involved service disruptions where bins were not emptied as scheduled, but a mitigating factor, such as access issues or contamination, was identified during investigation. While the core concern was acknowledged, full responsibility was not attributed to Council in all instances.	A gap in public understanding of acceptable waste types was identified prompting Council to implement a targeted communication strategy by placing clear, informative notices directly on affected bins. These notices explain why the bin was not emptied and provide guidance on correct waste disposal. This action aims to reduce recurrence and improve compliance, thereby enhancing service delivery and reducing future complaints.
	Parks Operations	Most complaints received related to the maintenance of public areas and cemeteries.	In response to complaints concerning the condition of public spaces, Council has increased the frequency of inspections across public areas and cemeteries. This proactive approach enables earlier identification of maintenance needs and supports timely intervention to uphold safety and environmental standards. Where issues fall outside Council's remit, these have been appropriately referred to external agencies, including the Department for Infrastructure, to ensure residents' concerns are addressed through the correct channels.
Community	Leisure Services	A significant number of complaints received during the reporting period related to the disrepair and cleanliness of Council's leisure facilities.	In response, Council undertook targeted remedial actions to address both structural and operational concerns. This included maintenance work at the Carrickfergus spa facility and extensive roof repairs at the Seven Towers Leisure Centre. To enhance service standards across all three leisure centres within the Borough, staff received updated training focused on cleaning duties and scheduling. Internal communication processes were also strengthened to ensure faster reporting and resolution of maintenance and hygiene issues. These measures aim to reduce recurrence, improve customer experience, and ensure a consistent standard of care across Council facilities.
Corporate & Support Services	Finance	A customer reported being charged multiple times while attempting to pay for a dog licence via the Council's online portal.	Investigation confirmed the issue originated from a fault within the IDOX portal, not the Council's finance systems. IDOX has since acknowledged the fault, confirmed it affected multiple councils, and advised that corrective measures have been implemented. No further complaints have been received to date. Council's Finance team confirmed that only one payment was received, and that the remaining four transactions were automatically refunded, with standard bank processing delays contributing to the customer's initial concern.
	Democratic Services	Two complaints were received concerning Council's coordination and organisation of wreaths submitted for laying at a commemorative event.	A structured process was introduced to record and monitor wreaths via the RSVP database, with staff oversight and final cross-checks before the event. These measures aim to prevent recurrence of similar issues, strengthen event oversight, and ensure all participants are appropriately represented and acknowledged.