

Joint Waste Solutions - Complaints Data

Woking complaints 2020	Total
2020	1473
Jan	195
BNR / Assisted Collections	10
Bulky Collections	4
Crew Behaviour	6
Deliveries / Removals	24
Duplicate	3
Enquiry / Website	19
Garden Portal Issues	2
Incab challenge	11
Missed Collections	113
Not our remit	2
Waste Spillage	1
Feb	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
Crew Behaviour	3
Customer Service	9
Damage to Property	1
Deliveries / Removals	23
Duplicate	3
Invoicing / Payments	16
Missed Collection	2
Missed Collections	37
Not our remit	1
Waste Spillage	1
Jun	134
BNR / Assisted Collections	2
Bulky Collections	8
Crew Behaviour	9
Customer Service	5
Damage to Property	1
Deliveries / Removals	22
Duplicate	7
Invoicing / Payments	20
Missed Collections	57
Not our remit	2

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	4
Deliveries / Removals	15
Duplicate	6
Invoicing / Payments	6
Missed Collection	1
Missed Collections	58
Missed collections	5
Not our remit	1
Sep	170
BNR / Assisted Collections	14
Bulky Collections	10
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
Waste Spillage	8
Sep	117
BNR / Assisted Collections	1
Crew Behaviour	5
Customer Service	20
Deliveries / Removals	3
Duplicate	1
Garden Portal Issues	6
Invoicing / Payments	11
Missed Collections	69
Waste Spillage	1
Oct	121
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	10
Customer Service	8
Damage to Property	2
Deliveries / Removals	5
Duplicate	7
Invoicing / Payments	1
Missed Collections	82
Waste Spillage	2
Nov	69
BNR / Assisted Collections	1
Bulky Collections	3
Crew Behaviour	1

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

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