

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
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

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
Bulky Collections	2
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
Waste Spillage	1

