

KHS MONTHLY COMPLAINTS SUMMARY

Summary of Complaints Received during the Month:					
Office	Service Area	Subject	Description	Type *	Resolving Action
Ashford depot	Community Ops Area 3	Footway damage	Residents who did not have dropped kerb were driving over the footway.	Lack of Action/Delay	Letter sent explaining that following receipt of details, these areas would be inspected.
Ashford depot	Transport & Development	Speed limits	Complaint for lack of response to request to review speed limits on A251 Sheldwich.	Lack of Action/Delay	Delay in sending the emailed request from Division. Copies of two letters and Swale JTB report were resent.
Ashford depot	Community Ops Area 4	Graffiti	Complainant had previously telephoned and told graffiti on sign was responsibility of District Council.	Lack of Action/Delay	Letter sent apologising for delay in replying and that complainant's request had been passed to Shepway District Council.
Aylesford Mid Kent	Community operations	Breach of Confidentiality	Complaint about personal information being disclosed	Other	David Aspinall provided a report
Aylesford Mid Kent	Network Management	Traffic Lights	Badly timed Traffic Lights	Quality of service provided	Richard Cronin sent a letter
Aylesford Mid Kent	Transportation	Speed restrictions	Speeding traffic concerns	Lack of action	Andy Corcoran sent a letter of response
Aylesford Mid Kent	Community Operations	Safety of a road	Complaint re: nothing has been done about a grass bank which narrows a roads width	Lack of action	Jez Massey responded by letter
Aylesford Mid Kent	Operations/Transportation	Gullies	Gullies not being cleaned, only temporary filling potholes and the need of more speed restrictions	Quality of service provided	Letter sent out from Alan Ash, Andy Moreton and Peter Bridgeman
Aylesford Mid Kent	Countrywide Improvements	Poor job	Poor job left unfinished	Quality of service provided	Complaint passed to Robert Seggie to investigate
Aylesford Mid Kent	Community Operations	Vegetation	Caller complaining about vegetation being cut overnight	Quality of service provided	Darren met complainant on site
Aylesford Mid Kent	Transport and development	Traffic calming	Caller advises he has had no response from the council about traffic calming measures	Quality of service provided	Michael Sammut to respond by letter
Joynes Ho West Kent	Community Ops Area 1	Ped Rails	Caller states that despite being reported several times nothing has been done	Lack of action/delay	Ped rails to be replaced on 07/08/08

Office	Service Area	Subject	Description	Type *	Resolving Action
Joynes Ho West Kent	Community Ops Area 1	Damaged Wall	KHS Workman supposedly stacked barriers up against her wall and damaged it	Claim for compensation	Repair to wall as good gesture there is no clear evidence that this was KHS responsibility
Joynes Ho West Kent	Community Ops Area 1	Tree Roots	Tree roots coming through path	Lack of action/delay	Explanation of procedure and action taken. Michelle at Jacobs looking at this next week
Joynes Ho West Kent	Community Ops Area 1	Overgrown hedge	Overgrown hedge already been reported through parish council. Nothing has been done	Lack of action/ delay	Explanation of procedure and action taken. Forwarded to Lynn Leigh.
Joynes Ho West Kent	Community Ops Area 1	Road Markings and Speed Signs	Wrote in regarding 2 concerns nothing has been done RE Road markings and Speed signs	Lack of action/ delay	Interim reply sent 28/08
Joynes Ho West Kent	Community Ops Area 1	Shaking House	First reported issue with shaking of house and cracks thinking it was due to large lorries going over a large dip in the road. Nothing was done.	Lack of action/ delay	Steve Smith didn't receive until 03/09
SHQ	Community Ops Area 3	Potholes	Complaints re:Potholes	Lack of Action/Delay	None indicated.
SHQ	Contact Centre	Contact Centre	Complaint that the Contact Centre agent seemed uninterested in the complainants request for service	Staff Conduct	Call investigated by Contact Centre, Agent spoken to and customer called back with apologies
SHQ	Community Ops Area 3	Potholes	Lack of action on previously reported potholes.	Lack of Action/Delay	None indicated.
Doubleday House	Network Management	Roadworks	Disruption caused by ongoing roadworks and temporary traffic lights.	Other	Information provided explaining who deals with the roadworks and working hours.
Doubleday House	Transport & Development	Signage for HGV's	Complaint regarding HGV's using Symonds Lane, Yalding. Requesting signs stating 'Unsuitable for HGV's'.	Other	Information provided explaining traffic problems with HGV's.
Doubleday House	Transport & Development	Speed limits	Complaint regarding justification of imposed speed limits.	Disputed Decision	None indicated.
Doubleday House	Network Management	Congestion	Congestion in Maidstone.	Other	Information provided with dates when works should be completed.
Doubleday House	Community Ops	Drainage	Drainage problems.	Lack of Action/Delay	Informed Mrs Parifitt of time scale situation.
Doubleday House	Community Ops	Vegetation	Overgrown vegetation.	Lack of Action/Delay	Informed Mr Savage Highway Inspector will look into the matter.

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Doubleday House	Transport & Development	HGV's	HGV's in Symonds Lane.	Other	Informed Mr Findlay on information he was requesting.
Doubleday House	Network Management	Roadworks	Delays with roadworks.	Lack of Action/Delay	Informed Mrs McAdams of time scales.
Doubleday House	Community Ops	Potholes	Complaint re: Potholes.	Lack of Action/Delay	Response Sent.

Summary

Community Operations	17 complaints –	lack of action and quality of service
Transport & Development	6 complaints –	lack of action and disputed decision
Network Management	4 complaints –	lack of action and quality of service
Countywide Improvements	1 complaint –	quality of service
Contact Centre	1 complaint –	staff conduct