

SPSO decision report

Case: 201607482, Glasgow City Council

Sector: local government

Subject: refuse collection & bins

Decision: upheld, recommendations

Summary

Mr C reported missed bin collections to Glasgow City Council and subsequently raised the issue as a formal complaint. In their final response to Mr C's complaint, the council apologised and advised that all refuse was collected as requested and that their collection crews had been reminded to ensure all waste is uplifted. When Mr C brought his complaint to us, he told us that the bins had not been collected, contrary to the council's letter. Mr C reported further missed collections and the council responded advising they would pass this onto the local depot and that he had completed their complaints process. Mr C complained that the council unreasonably failed to collect his bins and that they did not adequately investigate his complaints.

The council told us that they were experiencing a higher than normal level of requests and complaints at the time that Mr C raised his complaint. They also said they had to bring in additional workers who were unfamiliar with the routes. Despite the council investigating the complaint, we found that they continued to fail to collect Mr C's bins over a protracted period of time and failed to provide an explanation for this. We upheld both complaints.

Recommendations

What we asked the organisation to do in this case:

- Write to Mr C with an apology and provide a copy of the schedule for bins collections.
- Monitor the area for a period of eight weeks and ensure the bins are collected on schedule.

In relation to complaints handling, we recommended:

- Take steps to ensure that all complaints handling staff are familiar with the complaints handling procedure, and identify and address any additional training needs.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.