



Corporate Complaints & Compliments Annual Report 2022 - 2023

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1. Purpose of Report

- 1.1** To report statistical information on Leicestershire County Council's (LCC) corporate complaints and compliment activity from 1 April 2022 to 31 March 2023.
- 1.2** To provide an open resource to anyone who wishes to scrutinize local services
- 1.3** To outline the key developments and planned improvements to the complaints processes operated by the Council.
- 1.4** To demonstrate how some of the learning from complaints and compliments has been used to shape future service delivery and improve the overall customer experience.

2. Complaints and Compliments received in 2022-23

2.1 Introduction

The Complaints Team manages and co-ordinates complaints relating to 3 separate complaints systems –

- i) Adult Social Care statutory process
- ii) Children's Social Care statutory process
- iii) Corporate Complaints process – these are complaints relating to all other services provided by the Council where there is no access to a statutory complaints' procedure.

In addition, the team deals with a wide range of interactions with customers that do not go on to become formal complaints. These include capturing compliments and comments about all Council services. The Complaints and Information team also look for opportunities to “fix and solve” issues through informal resolution as well as signposting to other organisations or alternative routes of redress as required.

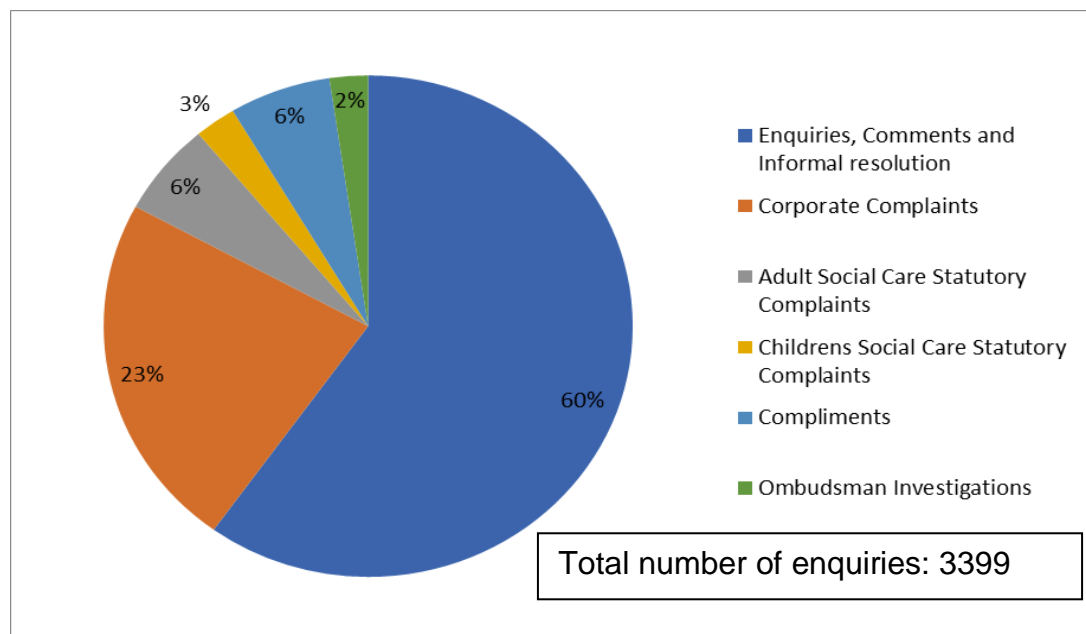
Whilst many of the above queries are quickly resolved, those where exemptions from the complaints procedure apply can often generate significant correspondence and phone calls.

The team also, in liaison with the Director of Law and Governance, manage all complaints that are referred to the Local Government and Social Care Ombudsman (LGSCO). The Complaints and Information Manager acts as the nominated Link Officer and handles all correspondence between the Council and the Ombudsman.

2.2 Summary of all complaints, compliments and enquiries received in 2022-23

In total, the Complaints Team received and processed 3384 separate enquiries during 2022/2023, as depicted below

Table 1: Breakdown of all complaints and enquiries received by the Complaints team



A significant number of enquiries do not need to be formally investigated as complaints but instead the public are assisted by the Complaints and Information team to access the appropriate service or to resolve any difficulties they are having.

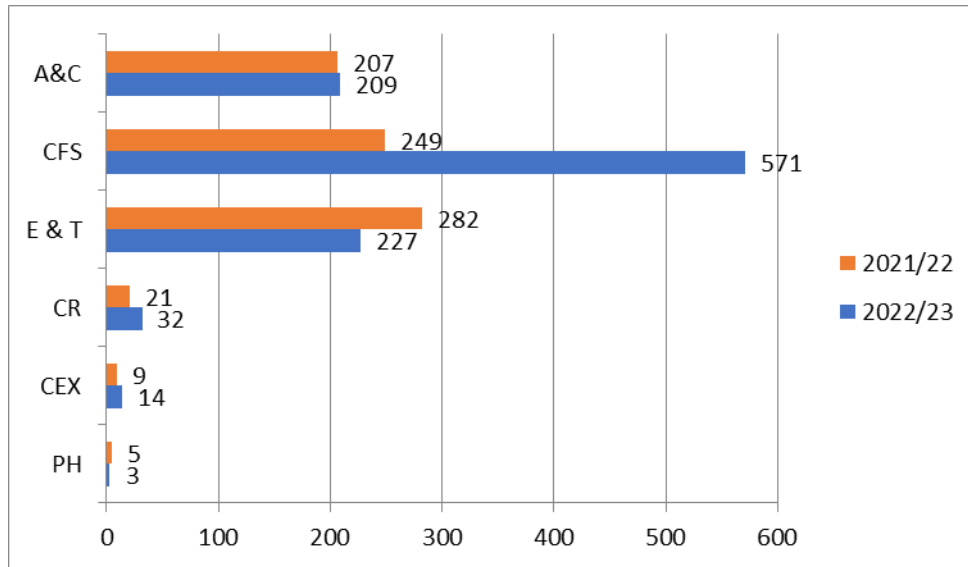
These are collated under Enquiries, Comments, and Informal Resolution. Further detail is provided on this under Section 2.6. At 60% of the overall volume this is a significant and increasing role for the team.

Overall, there has been a further 25% increase in contacts to the Complaints and Information Team, as set out in the table below. This followed a 13% increase last year and has placed considerable demand pressures on the team.

Contact Type	2021/22	2022/23	% Change
Enquiries, Comments, and Informal resolution	1531	2037	+33%
Corporate Complaints	610	781	+28%
Adult Social Care Statutory Complaints	210	204	-3%
Childrens Social Care Statutory Complaints	65	86	+32%
Ombudsman Investigations	50	80	+%
Compliments	226	211	-7%
	2692	3399	+25%

Formal complaints were received across all departments in 2022-23 as represented in the graphic below, contrasted with the figures for 2021-22.

Table 2 – All complaints (statutory and non-statutory) by Department

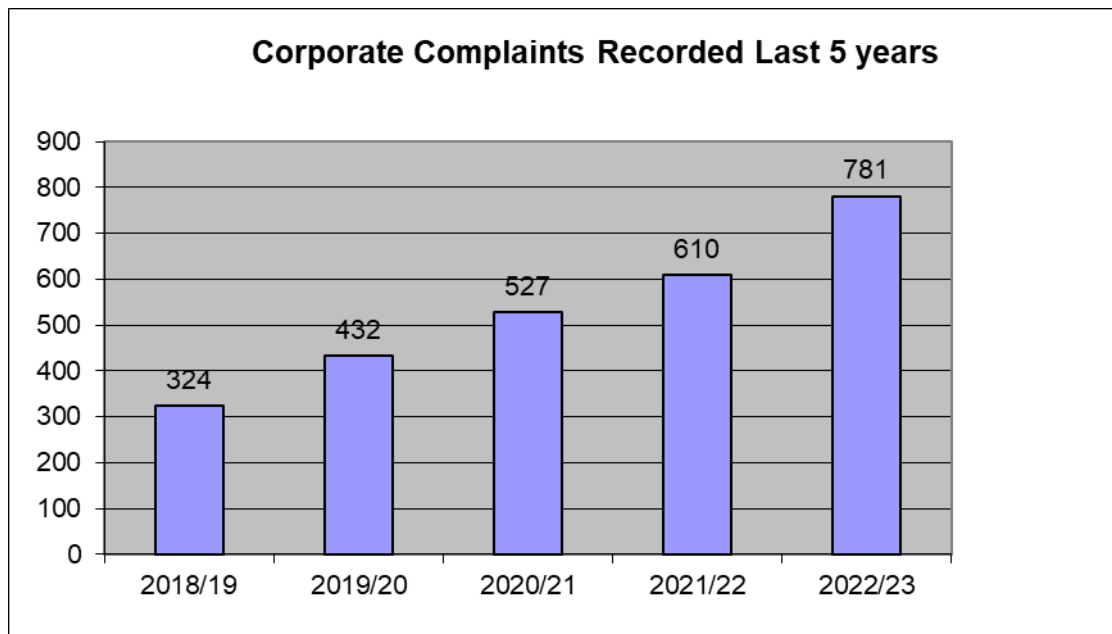


It should be noted that this report and the following analysis relates solely to the Council’s corporate complaints and compliments processes

2.3 Corporate Complaints trend analysis

The total number of corporate complaints received increased by 28% during 2022-23. This follows a 16% rise from the previous year and continues the long-term trend of significant increase.

Table 3: Corporate Complaints recorded during the last 5 years



2.4 Analysis of corporate complaint themes and significant changes from 2021-22

A key part of an effective complaints system is to highlight areas for improvement and to seek improvement of those services year on year.

In the 2021-22 corporate complaints annual report, the 5 services detailed below received the most complaints. Comparative data for 2022-23 has been added to the table below.

Service	2021/22	2022/23
SEN Assessment	129	193
SEN and School Transport	93	79
Waste Management	60	24
Environmental Services	25	19
Parking Provision	22	8

The above shows a mixed picture. Whilst Transport complaint numbers remain high, there has been a slight reduction and clear evidence that some of the improvements implemented are starting to make a difference.

Waste management saw a sharp reduction. This is less about service improvements than the removal during the year of the need for a booking system to manage appointments. Inevitably given the number of bookings made this generated some complaints. Volumes for 2022-23 are in line with previous years.

Although much lower volume, both Highways services that featured also saw healthy reductions. Better communication and responses particularly early explanation for where we would not be able to intervene have been the biggest factor here.

Unfortunately, SEN has continued to see a significant rise in complaints this year. Detailed analysis of the key themes will feature later in this report.

2.5 Analysis of most common corporate complaints in 2022-23

The list below details the 5 most frequent complained about services during 2022-23.¹

Service	2022/23
School Admissions	237
SEN	193
SEN and School Transport	79
Highway Repair and Maintenance	26
Public Transport	24

School Admissions

Representing 30% of the overall volume this is the service that has generated the most complaints during the year.

The complaints have almost exclusively been about delays in responding to and processing midterm requests for school transfers.

There have been a number of factors affecting service performance this year including loss of long-term experience within the team, recruitment and retention issues, unprecedented demand for school places and the introduction of a new software system.

The Service has been supported at various points through the year by the Transformation Unit to look at ways of delivering the service differently and better respond to the increasing demand for places. In parts of the County there is now far more demand for places than local schools can offer. Inevitably this leads to increased numbers of complaints and appeals.

SEN Assessment

It has again been a very challenging year for this service with a further sustained increase in complaints.

Whilst a significant amount of these complaints are about delay, there are often inter-related and more complex issues that also require investigation. It follows that these can be some of the most resource intensive complaints to investigate.

To assist with this, a dedicated complaints investigator post was created and commenced in July 2022. Whilst this is a positive and is enabling Team Managers

¹ This list excludes the 62 complaints about Childrens Social Care and where the complainant lacked access to the statutory complaints procedure. These themes will be explored in the Childrens Social Care Annual Report 2022-23

in the service to focus more time on case oversight and direction, the volume of complaints is currently exceeding the amount of resource available to respond. This is leading to significant volumes of complaints exceeding our policy timescales and escalating to the Ombudsman.

The key to reducing this lies in being able to manage the increased demand. There is a comprehensive transformation programme in place and the Council has also implemented an Accelerated Progress Plan which focuses on ensuring greater compliance with the statutory timescales for completion of work at all stages.

SEN and School Transport

As already noted, although volumes of complaints in this area remain high, they did reduce from the previous year.

There have been significant management changes within the Transport team and a new emphasis on better communication with parents. This is starting to reduce escalation into the formal complaints process.

There remain however challenges with availability and reliability of taxi providers. This year saw a record number of contracts returned and this placed additional pressures on commissioning teams to quickly put in place alternative provision.

The other key challenge remains how the Transport team manage the scenario where SEN students do not have placements finalised until very late in the summer holidays. Work is taking place to improve integrated working between the Transport and Education teams.

Highway Repair and Maintenance

Volumes in this area are not significantly high and therefore not considered to be any urgent improvements needed. The slight increase in complaints appears to link to the financial challenges around repairing roads that would benefit from this but cannot be considered high priority.

Public Transport

This is a new service area to feature and is driven by reductions and in some cases removal of services that are subsidised by the Council. The most significant one during 2022-23 being the Kinch Bus service from Sileby which generated significant correspondence and complaints. It is likely this area will see further complaints in 2023/24 as the Bus Review Strategy is rolled out further.

2.6 Enquiries and Out of Jurisdiction complaints

As well as managing formal complaints, the Complaints Team is also well placed to proactively assist customers where they simply looking for assistance or struggling to contact the service they need.

Many such matters can be quickly and informally put right and where this is the case, the intervention is not formally recorded as a complaint. Our complaints policy specifies a window of opportunity of up to 24 hours to achieve such informal

resolution. In all instances the complaints team will track the case to ensure resolution is made.

Similarly, under our policy a request for service is not a complaint (for example, a request for service could be a request to repair a pothole). A complaint would generally only arise should the request for service not be properly dealt with or there is evidence this has been reported previously.

The Complaints Team regularly handles calls of this nature and takes ownership of the case, liaising with the department to ensure they are responded to promptly.

During 2022-23, the Complaints Team handled 2,037 miscellaneous enquiries including:

- First time requests for service which were passed to the relevant Customer Service Centre or other access point (348)
- Informal resolution within 24 hours. This includes provision of advice and information about Council services and policies (651)
- Providing advice and signposting to the correct organisation e.g., District Councils, Academies, Health (253).
- Providing advice and signposting to alternative procedures for redress, for example internal appeals procedures, subject access requests, HR procedures (105)

Sometimes, these are simple matters for the team to resolve. Others can be extremely difficult cases; especially when managing expectations and where nothing more can be achieved through the complaints process.

Wherever possible, the Complaints Team aims to resolve customer complaints and concerns without the need to escalate into the formal complaints process. This is good complaints handling practice with complaints being resolved as close to the point of origin as possible.

This year there has again been significant acceleration of the use of digital channels for services. Whilst the majority of this has worked well, inevitably there has been some instances where the process has not worked, and customers have turned to the complaints team for assistance. It is important to note that this will continue to drive additional demand to the Complaints team as we roll this out further.

2.7 Compliments received

211 compliments were recorded across all services during 2022-23. This is slightly down from 2021-22.

It is always encouraging to see visibility of the good work that is being delivered by the Council and it will remain a topic for discussion with departments to encourage and promote sending compliments in for central collation

A small selection of the compliments received about corporate services can be found in Appendix A of this document.

3. Service Performance 2022-23

The key performance indicators for speed of response, outcomes and identified learning are linked to complaints that have been *resolved* within any given reporting period rather than received.

This is important as it ensures that full data sets can be presented, both to departments on a quarterly basis, and at year end. It also avoids the scenario whereby Ombudsman findings of maladministration might not appear in annual reports (where outcomes are not known at the time of production).

It follows from all the above that the figures presented below will not match the data presented in section two of this report which focused on complaints *received*.

3.1 Responsiveness to corporate complaints

Table 4: Corporate Complaints Performance – Stage 1

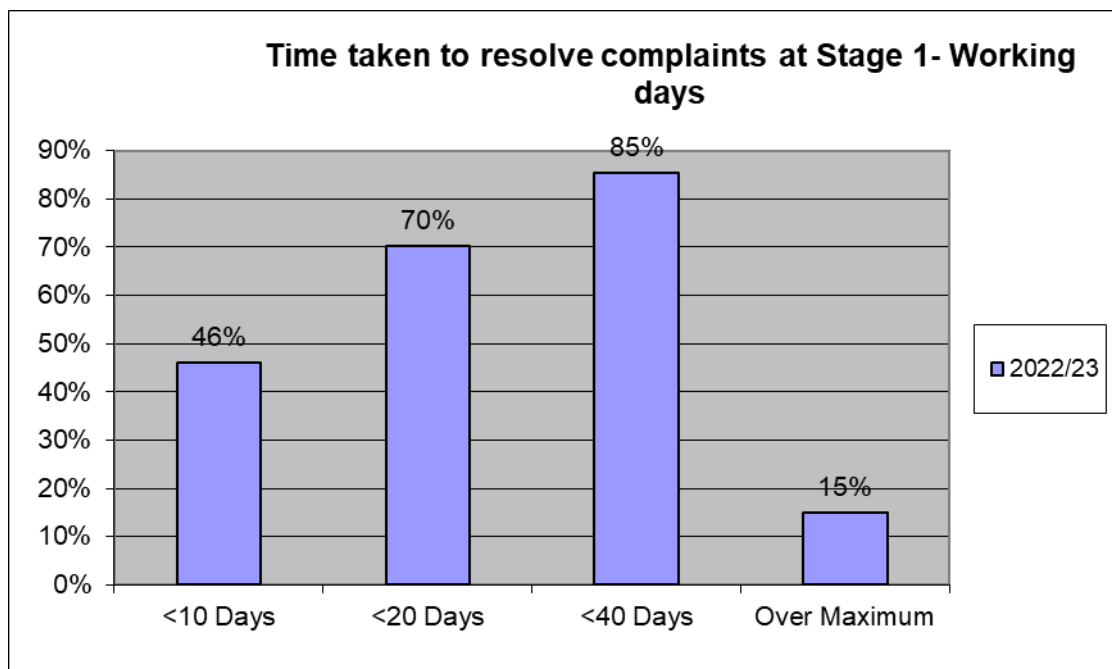


Table 4 shows a summary of time taken to respond to complaints at Stage 1. During the year, following a recommendation from the Ombudsman, the Corporate Complaints procedure was amended to stipulate timescales both at Stage 1 (investigation) and Stage 2 (review).

Previously the Council had an overall timescale of 65 working days for the whole process and the Council did not report separately at each stage.

The revised procedure sets a maximum of 40 working days at Stage 1

Given the above changes there is no comparable reporting to previous year.

As already noted there has been pressure on complaints timescales with some 15% (114) complaints taking in excess of 40 working days to respond to. The vast majority of these were about SEN matters. This clearly requires improvement and additional capacity has been identified to help with this.

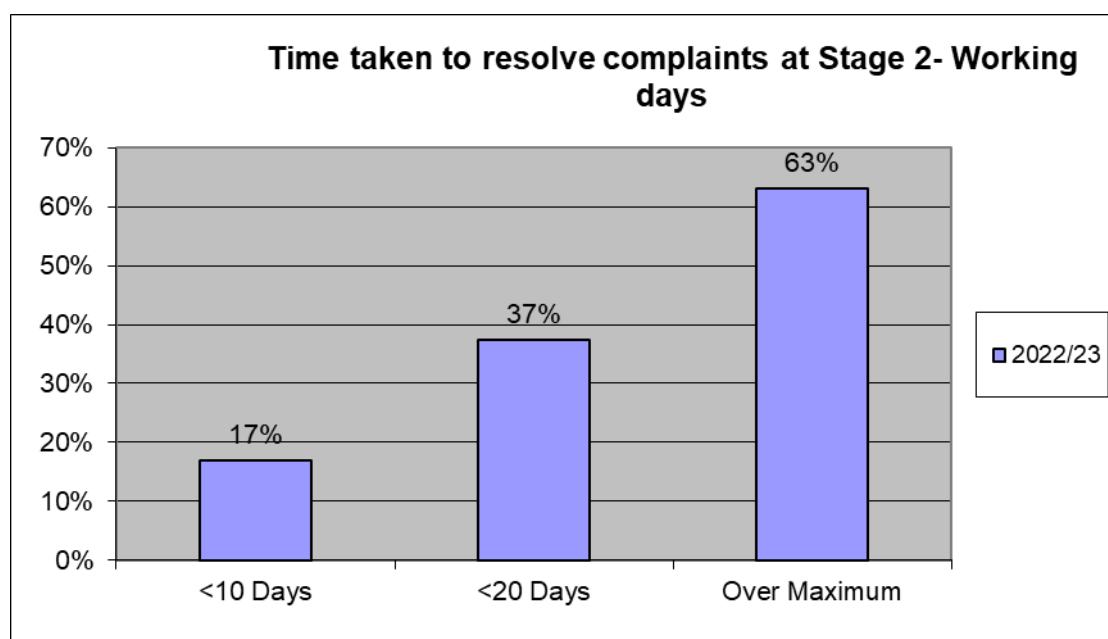
However as many of the complaints are inextricably linked to the completion of assessments or finalising plans, it follows that the complaints team are very reliant on the wider capacity within the SEN service to meet statutory timescales.

The LGSCO issued guidance during the year that it would take a sympathetic view to complaint response timescales but stressed the importance of clear communication with complainants to manage expectations. This is routinely done by the Complaints and Information team.

3.2 Responsiveness to Corporate Complaints – Stage 2

Under the corporate complaints procedure, the Council will generally offer a senior manager review. This is defined as Stage 2. The revised procedure sets out up to 20 working days for this stage of the process.

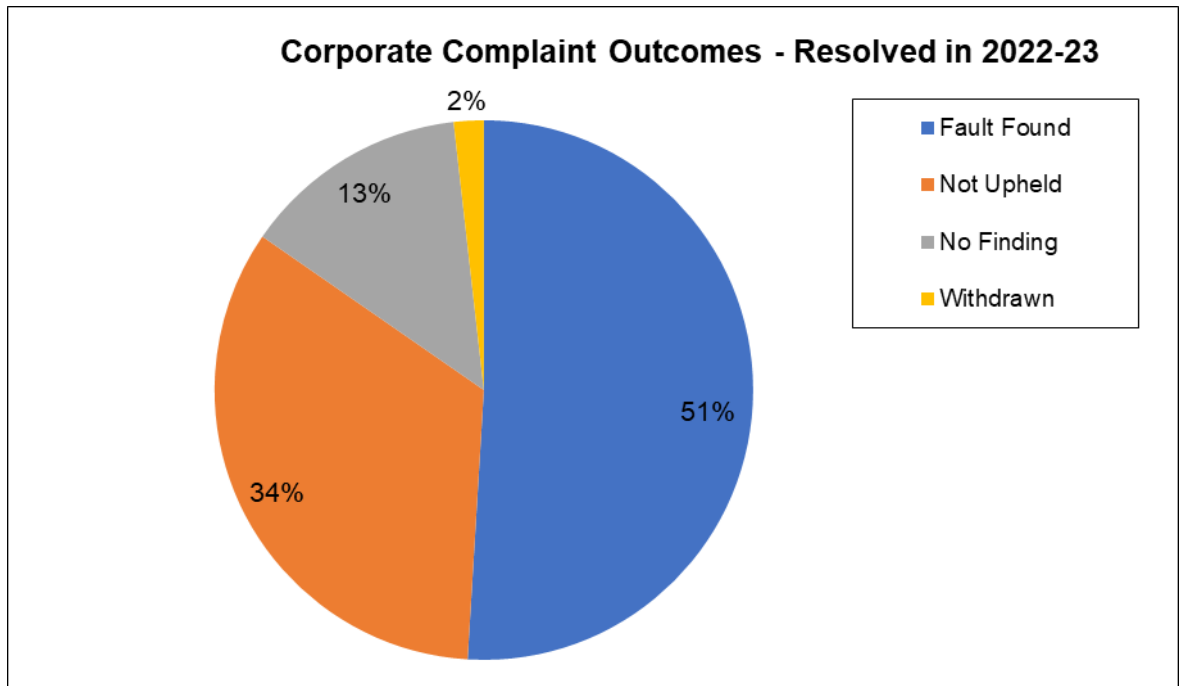
In 2022/23 83 complaints were escalated to Stage 2 and responded to as below.



Again, this data clearly shows difficulties meeting our policy timescales with 63% (52 cases) not achieving this. The Complaints Manager is working closely with departments to drive improvement in this area.

3.3 Corporate Complaint Outcomes & Resolutions

Table 5: Corporate complaints recorded by outcome.



To align with LGSCO data classification and simplify our own reporting, the Council does not differentiate between whether a complaint was partly or fully upheld. Instead, the Complaints team will assess all complaints responded to and classify as either “Fault Found” or “Not Upheld”

Table 5 above shows that 398 (51%) complaints were upheld to some extent following investigation, this is significantly higher than in 2021-22 (39%). This is down to the volume of complaints where delay was the primary factor.

106 complaints were resolved with no finding. This is where there was insufficient evidence to make a finding (e.g., two irreconcilable versions of events).

4. Learning from corporate complaints

Complaints are a valuable source of information which help to identify recurring or underlying problems and potential improvements. We know that numbers alone do not tell everything about the attitude towards complaints and how they are responded to locally. Arguably of more importance is to understand the impact those complaints have on people and to learn the lessons from complaints to improve the experience for others.

Lessons can usually be learned from complaints that were upheld but also in some instances where no fault was found but the Authority recognises that improvements to services can be made.

Occasionally issues will be identified that need to be addressed over and above the original complaint. The Complaints Team will always try to look at the “bigger picture” to ensure that residents receive the best possible service from the Council

4.1 Remedial actions taken from resolved complaints 2022-23

All the 398 complaints where fault has been found have been reviewed to ascertain what action the relevant department has taken, both in remedying the fault, and any wider learning to avoid such issues occurring in the future.

A sample of positive improvements the Council has made is set out below.

You complained that	We Have
You did not consult with the School I wanted my child to attend until too late and there are now no places	Issued reminders to staff about the process of consultation
I was left without a school place and a lack of support to quickly help place my son	Added much clearer advice to parents about the need to always include a catchment school. We also changed our processes for the 2023 National Offer Day to automatically offer next available school.
It is hard to know where in the process you are following request for School Transport	We have developed the application portal which now clearly shows the status of all applications
The waiting time is too long for Educational Psychologist advice to be provided	This is very much a national challenge, but we have acted to increase capacity within this area and other ways to improve timeliness will be considered within our Transforming SEND and Inclusion (TSIL) programme.
Your waste officer did not assist me with unloading waste from my car	Although we are clear that we cannot assist with removing waste from

	vehicles, we have issued reminders to officers that assistance should be considered once waste has left the vehicle. Reminders issued to all teams
You took too long to process the sponsor payment under the Homes for Ukraine Scheme	It was recognised that this scheme was implemented at pace. It was quickly apparent there was insufficient resource, and a more dedicated team and support infrastructure was put in place.
There was an unacceptable mess left after grass cutting	We reminded the crews of need to use the blowers provided to try to clear pathways.
You did not respond to my Blue Badge application quickly enough and could give no advice when I called	The application had not been receipted properly. Further training with administrative staff was undertaken and changes to the procedure made
My School Transfer application was "lost" causing me to re-apply	We identified an issue with how data had been migrated onto the new system. The application and others affected were immediately fast-tracked
You took too long to make payments for my Personal Transport Budget (PTB)	There has been a lot of work this year to simplify the process for paying PTBs. This has seen much faster times for the Autumn term 2022.

5. Local Government and Social Care Ombudsman enquiries

Should a complainant remain dissatisfied following internal consideration of their complaint, they can take their complaint to the Local Government and Social Care Ombudsman to seek independent investigation.

The Ombudsman will usually check with the Authority whether the complaint has exhausted the Local Authority's complaints procedure. Where this has not been done, the Ombudsman will usually refer the complaint back to the Authority, to give us an opportunity to attempt to resolve the complainant's concerns through our internal complaints processes first.

The Ombudsman publishes some headline information on each Council's performance every year. This data is expected late July 2023 and will be reported through the Corporate Governance Committee in November 2023.

It is important therefore to note that the figures below are the details the Council holds for LGO enquiries.

5.1 New enquiries made by the Local Government and Social Care Ombudsman 2021-22

During the year 2022-23, the LGSCO made enquiries into 80 complaints. This can be further segmented by department and alongside the last 2 year's figures:

Department	22/23	21/22	20/21
Environment and Transport	16	22	13
Children and Family Services	37	14	7
Adults and Communities	24	10	3
Corporate Resources	1	1	1
Chief Executives	2	3	1
Public Health	0	0	0
TOTAL	80	50	25

The significant increase in LGSCO enquiries reflects the significant increase in complaints activity generally. It is also no surprise that the highest departmental volume is Children and Family Services. This is predominantly SEN referrals.

5.2 Decisions made by the Local Government and Social Care Ombudsman 2022-23

As above, the LGSCO issued Final Decisions on 80 cases during the year. Ombudsman complaints can take several months to conclude so some will relate to complaints received in 2021/22. The outcomes reached were as follows:

- Thirteen identified as outside of the Ombudsman's remit and discontinued on this basis. This is typically where a Tribunal or Court is better placed to consider the complaint.
- Twenty-six were closed after initial enquiries (the Assessment stage) with no further action. Typically, this is where the LGSCO feel they are unlikely to find any fault or are satisfied with the Council's response.

- Four were closed after detailed investigation and with no maladministration found
- Twenty-three cases of maladministration and injustice were found
- Fourteen were considered to be premature and referred back to the Council to complete their complaints procedure.

The numbers of cases where the Ombudsman highlighted maladministration increased this year from 19 in 2021/22

Two Public reports were issued against the Council during the year². The Ombudsman uses Public Reports for several reasons including to highlight topical issues and highlight significant fault and learning.

Benchmarking with statistical comparative neighbours will be undertaken and reported to Corporate Governance Committee following receipt of the Council's Annual Review Letter expected in late July 2023.

Thirteen of the twenty-three maladministration findings related to corporate services with brief details set out below:

Education & SEND – 11 Decisions

Case 1 – SEN

Mrs A complained that the Council failed to provide her son with suitable education when he became too ill to attend school and had not carried out an Annual Review.

The Council accepted it held no evidence of an Annual Review being completed and this would have identified earlier that X was not attending.

In recognition of the faults, the Council agreed to make a payment of £2000 in recognition of missed education and to issue reminders to all teams of the need to ensure annual reviews are completed and that alternative provision is in place when students are not able to attend school.

Case 2 – SEN

Mrs B complained that the Council delayed making a decision on her son's Education and Health Care Plan (EHCP) following an Annual Review.

The Council accepted that it had not acted in line with legislation. It agreed to a payment of £300 in recognition of this.

Case 3 – SEN

² One Public Report concerned Adult Social Care – details will be included in the Adult Social Care Complaints Report 2022-23

Mrs C complained that the Council had failed to involve her in the decision making around what advice was needed to help inform the school it would be recommending for her son. She also complained that there was delay in consulting with the Specialist School that she had requested.

The Council had already accepted that it was at fault in how it consulted with schools and apologised for this. It accepted the Ombudsman's finding that it had not clearly explained its position with regard to why it did not consider a further OT assessment was required.

The Council agreed to make a compensatory payment of £500 in recognition of the identified faults and to issue practice reminders to all staff.

Case 4 – SEN:

Mrs D complained that the Council did not offer enough help in securing her son a school placement.

In the Council's initial response, it was fully accepted that there were delays in referral to the Inclusion Services team and a payment of £1,300 had been offered in recognition of this. An apology was provided along with re-assurance of actions that had been taken to improve our procedures.

The Ombudsman accepted that this was an appropriate offer and did not issue any additional recommendations

Case 5 – SEN

Mrs E complained that the Council delayed in issuing a final EHCP and was in excess of statutory timescales

The Council had accepted this delay and apologised. The Ombudsman recommended the Council make a compensatory payment of £400 in recognition of the delay and distress arising. This was agreed to.

Case 6 – SEN

Mrs F complained that the Council delayed in issuing a decision following her daughter's annual review.

The Council accepted fault, apologised and agreed to a payment of £150 in recognition of this.

Case 7 – SEN

Mr G complained about the way the Council handled the process of amending his daughter's EHCP in preparation for transfer to secondary school.

The Council accepted there were multiple gaps in communication and missed opportunities to explain what it was doing. Although Y did not miss out on any educational provision, the family were put to a lot of time and trouble in having to contact and chase the Council.

The Council had already offered a compensatory payment of £300 in recognition of the fault but agreed with the Ombudsman to increase this to £500.

Case 8 – SEN

Mrs H complained that the Council failed to ensure alternative education was provided to her son when he was unable to attend education due to anxiety.

When responding to this complaint, the Council had acknowledged that it had lacked sufficient oversight which led to a significant delay in putting in place an EOTAS (Education other than at School) package. It had offered a remedy payment of £5,100 in recognition of missed education and time and trouble.

The Ombudsman welcomed this but felt that this had not adequately remedied the fault and asked the Council to increase this to £6,875. The Council agreed to this.

The Ombudsman also asked the Council to carry out a review of all complaints over a 12-month window that may not have been appropriately remedied.

Case 9 – SEN

Mrs I complained that the Council failed to ensure alternative education in place for her son when he could not attend school for health reasons.

The Council accepted fault and agreed to make a remedy payment of £450 in recognition of distress and time and trouble.

There had also been 29 OT and 27 SALT sessions which were agreed but not provisioned and the Council was asked to look at arranging catch up sessions for these. This was subsequently agreed with the parents that it was not practical and a payment in lieu was made.

Case 10 – SEN

Mrs J complained that the Council failed to ensure alternative education in place for her son when he could not attend school for health reasons over a significant period of time

This was another instance where the Council had accepted fault within its local response to the complaint and offered a remedy payment of £13,375.

The Ombudsman commended the Council's proactive approach to resolving this complaint and was satisfied that it had taken adequate steps to redress the period of missed education. The Ombudsman asked the Council to add a further payment of £600 in recognition of the impact on the family. The Council agreed to this along with issuing various practice reminders to staff.

Case 11 – SEN

Mrs K complained about excessive delay in making amendments to her son's EHCP following an annual review. She also complained that it took too long to set up a resulting EOTAS package and provision SALT therapy.

The Council had already offered a remedy payment of £2750 recognising missed education and had agreed to backdate funding for SALT.

The Ombudsman asked the Council to increase the overall amount to £3,825 which the Council agreed to. The Ombudsman was satisfied with the actions being taken by the Council (through the TSIL work) and did not recommend any additional actions.

Environment and Transport

Case 12 – SEN Transport (Public Report)

Mrs L complained that the Council delayed considering her application for school transport to enable her son to attend a post 16 educational placement. This delayed her right to appeal the decision to refuse traditional transport and led to costs incurred whilst she pursued (and won) her appeal.

The Ombudsman exercised his discretion to issue this decision as a Public Report. It found a number of faults with how the Council had processed the initial application and the Council's policy with regard to reimbursement of costs incurred whilst waiting for appeal decisions. It found this to be inherently unfair.

The Council agreed to a number of recommendations including

- Re-imbusement of costs incurred arranging private transport until the point the Council commissioned this.
- A payment of £500 in recognition of the fault.
- A review of how the Council gives advice and handles appeals.
- To meet costs reasonably incurred by parents after they have won a successful appeal
- To devise a system to ensure appeals are heard in time to allow transport to be arranged for the start of the academic year.

Chief Executives

Case 13: Trading Standards

Mrs M complained that the Council's Trading Standards team misled her into believing it would take court action on her behalf against a builder.

The Ombudsman's enquiries found no evidence the Council intentionally misled her but there was a lack of clear records kept which led to uncertainty around the initial advice given.

The Council agreed to make a remedy payment of £200 in recognition of this raised uncertainty and also to carry out a review of its procedures.

Overall compensation payments recommended by the Ombudsman this year amounted to **£40,750**

6. Oversight and support provided by Complaint's service

The Complaints Team continues to support departments to both manage and learn from complaints. The key services offered by the team are:

1. Complaint's advice and support
2. Production of Performance Reports
3. Liaison with the Local Government and Social Care Ombudsman
4. Quality Assurance of complaint responses
5. Complaint handling training for managers
6. Acting as a critical friend to challenge service practice
7. Support with persistent and unreasonable complainants

The Complaints Manager offers regular assistance in several complex cases and acts as a single point of contact within the Authority. This helps manage protracted disputes and ensures consistent responses are issued.

In-house training focused on the core techniques of investigation and responding to complaints has resumed this year with 3 sessions being delivered. There is a rolling programme for this training each quarter

Assistance continues to be routinely provided to managers in drafting comprehensive responses to complaint investigations. This helps ensure a consistency of response and that due process is followed.

Quarterly complaints reports are produced and presented to Departmental Management Teams or Senior Leadership Teams as appropriate.

To help manage demand pressures, capacity within the Complaints team has been increased over the last year with the following growth posts

- 1 additional Complaints Officer – helping manage new complaints and assign out to relevant departments
- 2 dedicated Complaints Investigators – 1 post is focused on SEN and the other Childrens social care. During 2023-24, these posts will become interchangeable to provide greater resilience and flexibility across these two services.

7. Concluding Comments

This has been a very challenging year across many areas of the organisation, including the Complaints team. This report shows unprecedented demand pressures most notably across services delivered by Children and Family Services.

Perhaps inevitably, these volume rises are impacting on responsiveness to complaints and there is work to do to ensure improvement in this area. There are particularly challenges within the SEN area here. This report shows two very clear and repeated themes around adherence to statutory timescales and ensuring alternative education provision is in place when children are unable to attend their named placement.

Although the volume of complaints around School Admissions is a source of concern (having been very stable for a number of years) it is encouraging that these are being quickly and effectively resolved with none escalating to the Local Government and Social Care Ombudsman.

APPENDIX A – Sample of compliments received

- Compliment re repairs to stiles along public right of way River Soar – **Public Rights of Way Team**
- Thank you, T and team, for all your efforts to repair the road, you have made a lot of people very happy – **Highways**
- Compliment re Loughborough Waste staff helping find keys – **Waste Management**
- Thank you, L and the Leicestershire highways management team, for your compassion and humanity it is really appreciated– **Highways**
- Thank you, K, for bringing this grant (Warm Homes) to my attention, I now have double glazed windows fitted throughout the house – **Warm Homes team**
- Compliment to Registrars team for their customer care. It was a fantastic ceremony – **Registrars**
- Thank you, E and team, for all of your swift action I could not have asked for a better team to respond to my enquiry. – **Drainage Team**
- Thank you Shepshed library, the Space Centre event was a great session that my son really enjoyed, thank you. – **Libraries**
- Compliment for School Admissions re advice and helpfulness when contacted re a move– **Customer Services**
- I just wanted to say thank you to B and L for all your help sorting out the EHCP & suitable Taxi to and from school. – **SEN Transport**
- Thank you, F, for putting in the bus cage. We hope this will make the road a little safer for pedestrian's and drivers – **Traffic and Signals Team**
- Thank you for organising the Country Park Runs and we appreciate the hard work that the Ranger team put in to make it so special. - **Country Parks**
- Thank you to P & A, for your intervention in regard to the Ratby Lane overnight closures and repairs. – **Network Management**
- Thank you to A and D, your service was excellent - I was dealt with exactly as I would expect. – **Corporate Finance Team**
- Thank you, N, for being extremely helpful and provided lots of useful information. – **First Contact**