

Complaints related to the Streetscene team and Neighbourhood Services

'NMS NEIGHBOURHOODS' is an old category based on the previous Council organisation structure. The Customer Service Transformation Manager states that it aligns most closely to services now delivered by the City Improvement & Environment team in the Place service. 'Street Scene' isn't a specific complaint category, but the same applies.

NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	CNCLPOL	COUNCIL POLICY	234	e.g. Unhappy at grass cutting schedule or trial
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	FAILSERV	FAILURE TO PROVIDE SERVICE	27	e.g. Didn't liaise with Amey over fixing street sign?
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	GENERAL	GENERAL COMPLAINT	26	e.g. Any other NMS Neighbourhoods complaint (No
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	INACTN	INACTION BY THE COUNCIL	12	e.g. Grass cutting not completed
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	FAILENT	FAILURE TO PROVIDE SERV - AMEY	6	e.g. Grass cutting not completed
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	ACTTKN	ACTION TAKEN BY THE COUNCIL	4	e.g. website info not updated over Christmas collec
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	STDSERE	STANDARD OF SERVICE - AMEY	3	e.g. Spillages of recycling left after collections
NMS NEIGHBOURHOODS	COMPLAINT	COMPLAINT	STDSEROT	STANDARD OF SERVICE OTHER	2	e.g. lack of grass cutting/ maintenance