

Street Lighting Stage One Complaints 01 April 2006 – 20 Sept 2008

Period	EDF fault	BHCC fault	Other/ Other contractor
06/07	4	14	15
07/08	11	18	10
08/09 (to 20 Sept 08)	4	4	0

Observations

- Total complaints in the period described was 66.
- Out of the total of 66 founded complaints:
 - BHCC was at fault in 36 complaints,
 - EDF was at fault in 19 complaints, and
 - Other contractors were at fault in 25 complaints
- There are 13 complaints in which fault is shared between BHCC and EDF. There may be some discrepancies in the figures as the contractor is not named in all cases entered on the database. Therefore the number of EDF faults could be higher than the data reflects.
- The main issue of complaints is delay in the repair of faulty lights.
- Many complainants express dissatisfaction with service and response times when faults are not remedied within timescales suggested by advisors or which fail to meet our published target repair times.
- Where contractors are not complying with repair target times customers' perception is that the fault is with BHCC where in fact responsibility may lie with the contractors.
- It is recommended that in future Service Managers responding to complaints provide information to Standards and Complaints Team so that the contractor responsible

can be recorded within the complaint issues. This will make monitoring of progress in bringing service improvement easier to track and analyse.