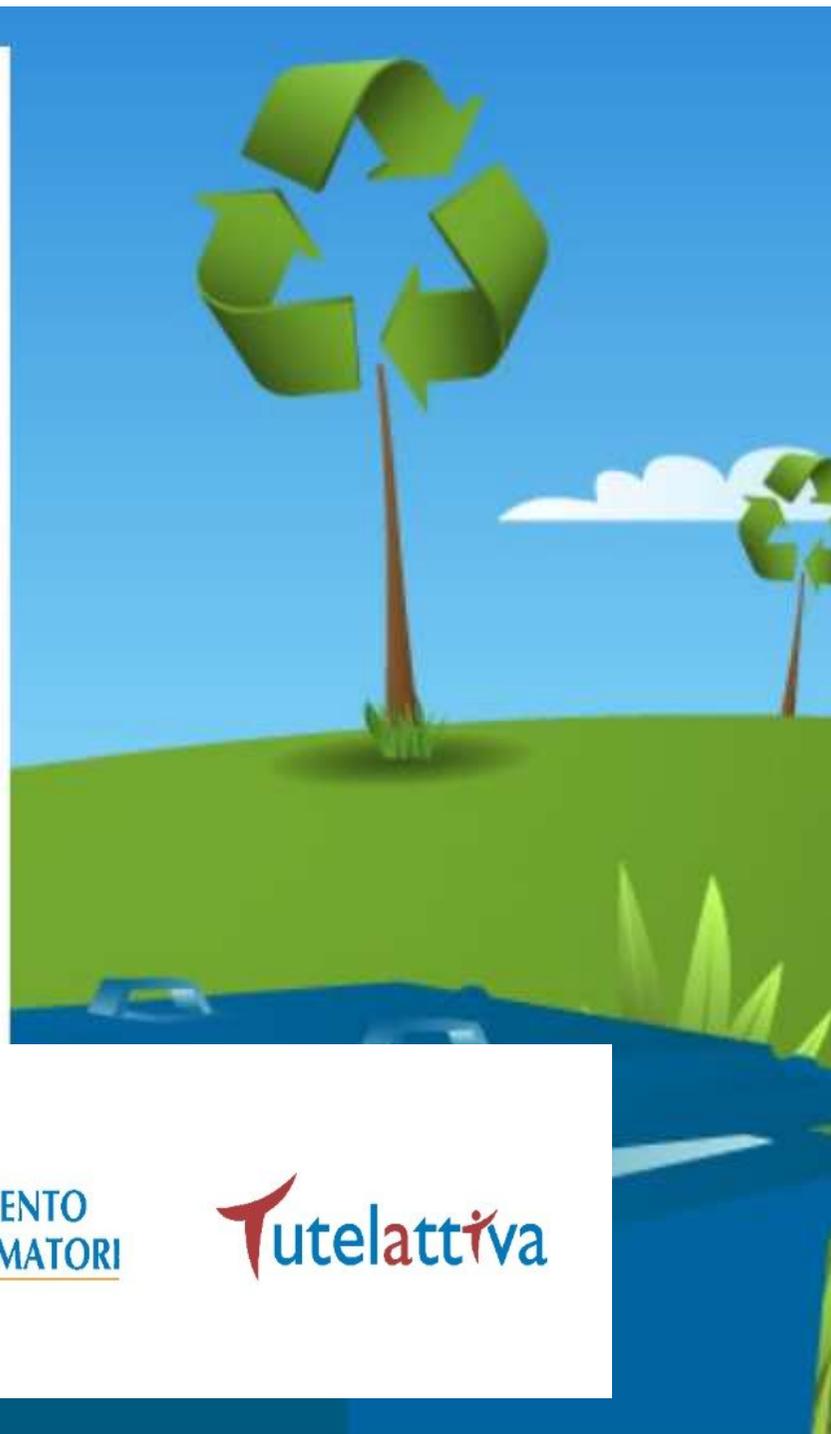


ANALISI DEI RECLAMI AL CCS DAL 2015 AL 2021

a cura di
Stefania Bertotto
per le associazioni



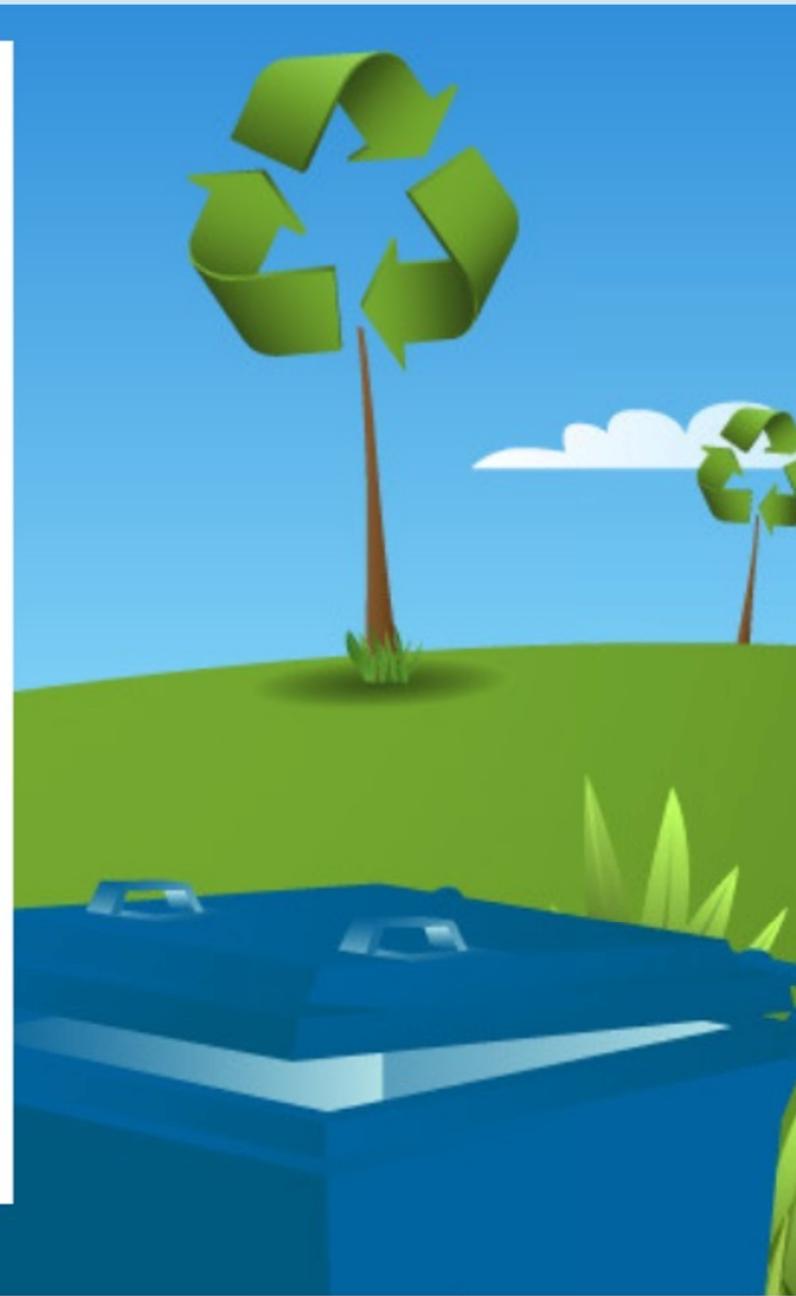
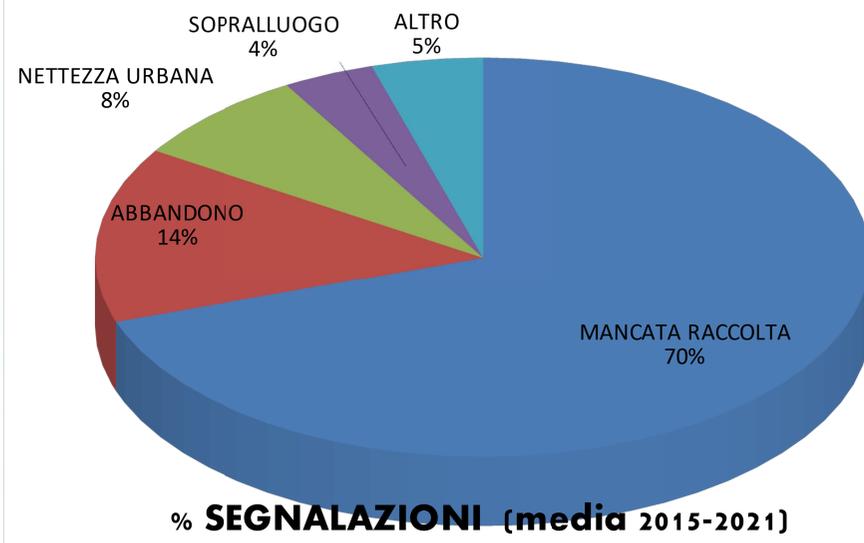
OBIETTIVI

L'obiettivo del presente documento è valutare l'andamento di segnalazioni e reclami pervenuti al Consorzio Chierese dei Servizi nell'ambito del monitoraggio svolto dalle associazioni dei consumatori in base al Protocollo d'intesa siglato il 22 Novembre 2019.

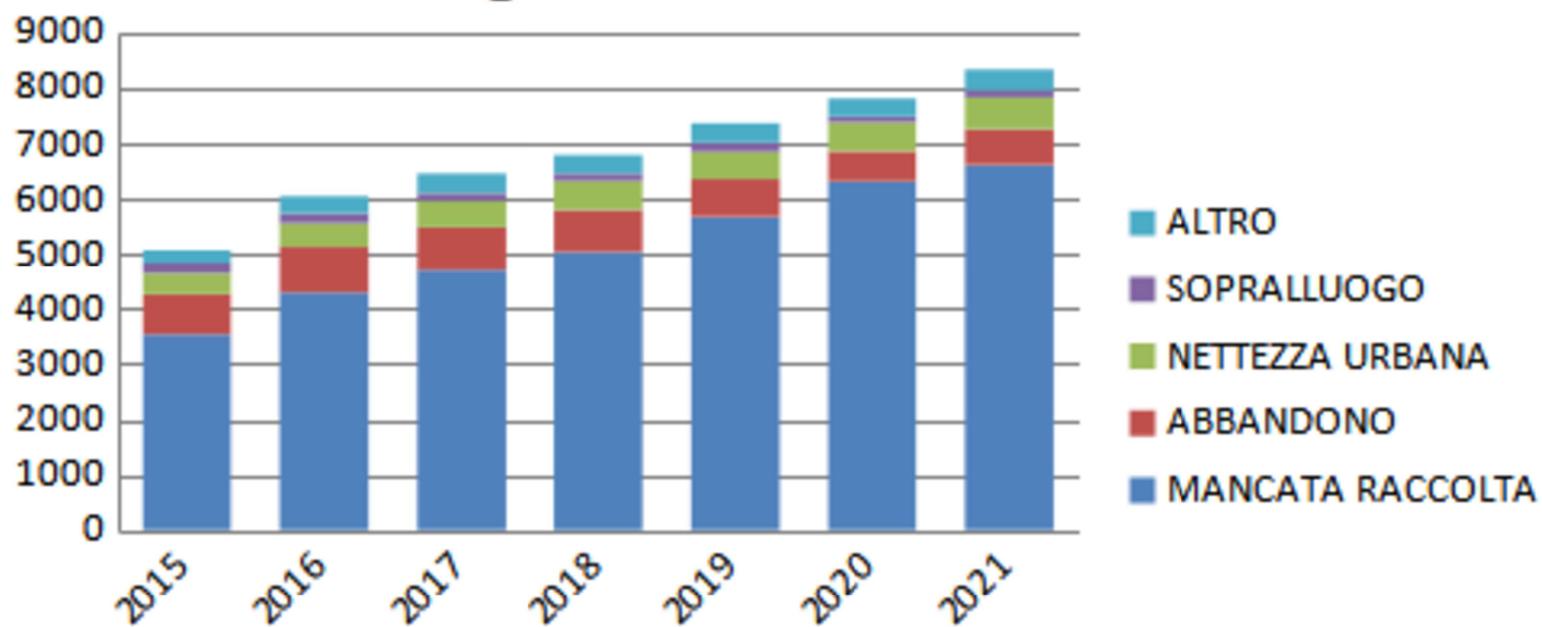
METODOLOGIA

Si è scelto di affrontare l'analisi dei dati di segnalazioni e reclami giunti al consorzio Chierese nel periodo 2015-2021 per le utenze domestiche

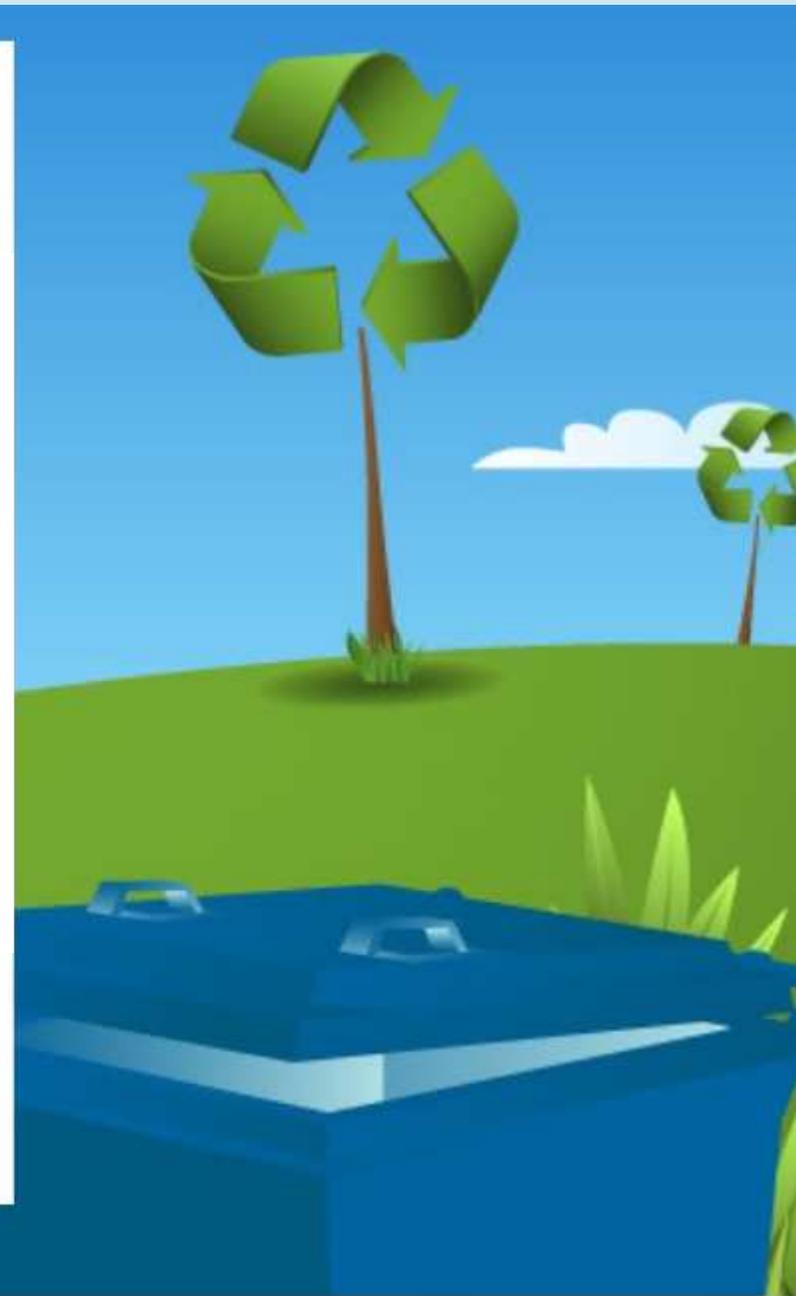
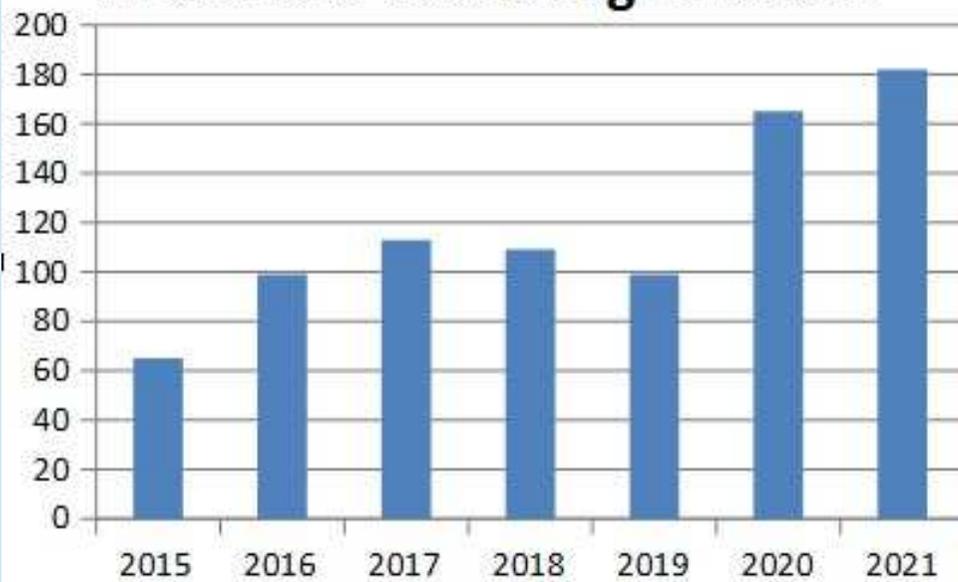
- **Per l'intero bacino** di utenza del Consorzio, separando le tipologie di segnalazioni di richiesta d'intervento in 5 macro categorie, costituite da **mancate raccolte, abbandoni, sopralluoghi, nettezza urbana e altre richieste.**
- **Per ciascuno dei 19 comuni gestiti dal Consorzio** è stata monitorata la variazione nel tempo del numero di segnalazioni e confrontata con la media delle segnalazioni pervenute nell'intero consorzio, tenendo in considerazione il numero di abitanti che varia molto da comune a comune (da meno di 400 abitanti del comune più piccolo a oltre 36mila del comune più popoloso).



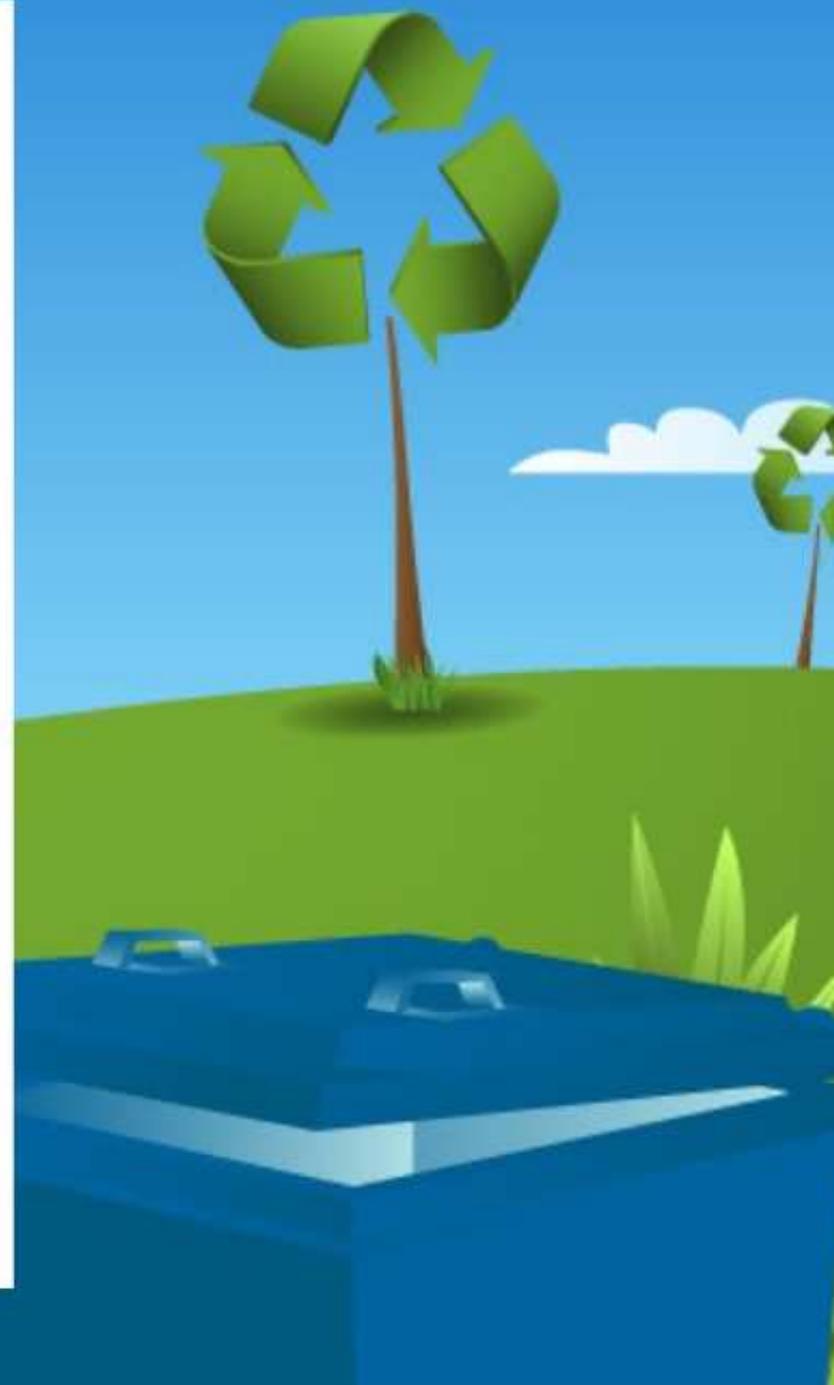
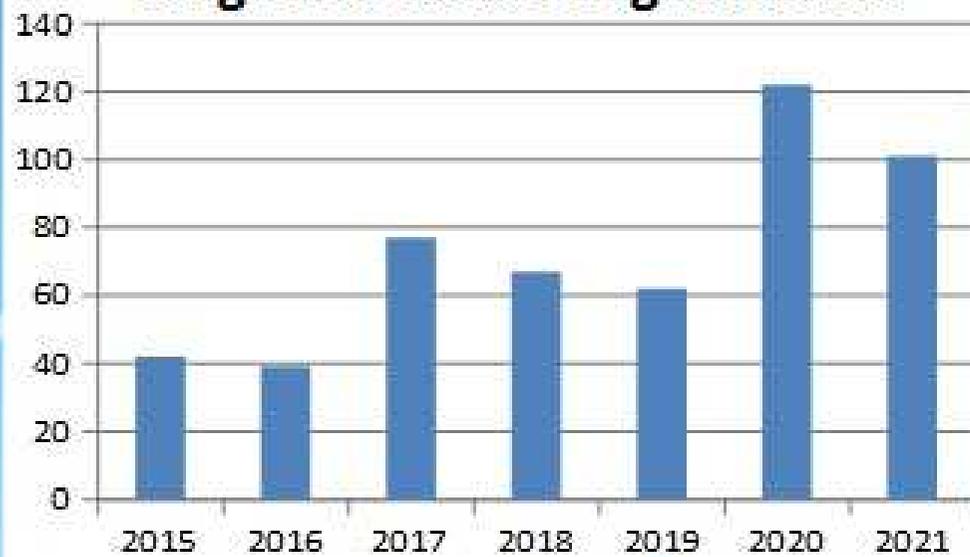
Segnalazioni 2015-2021



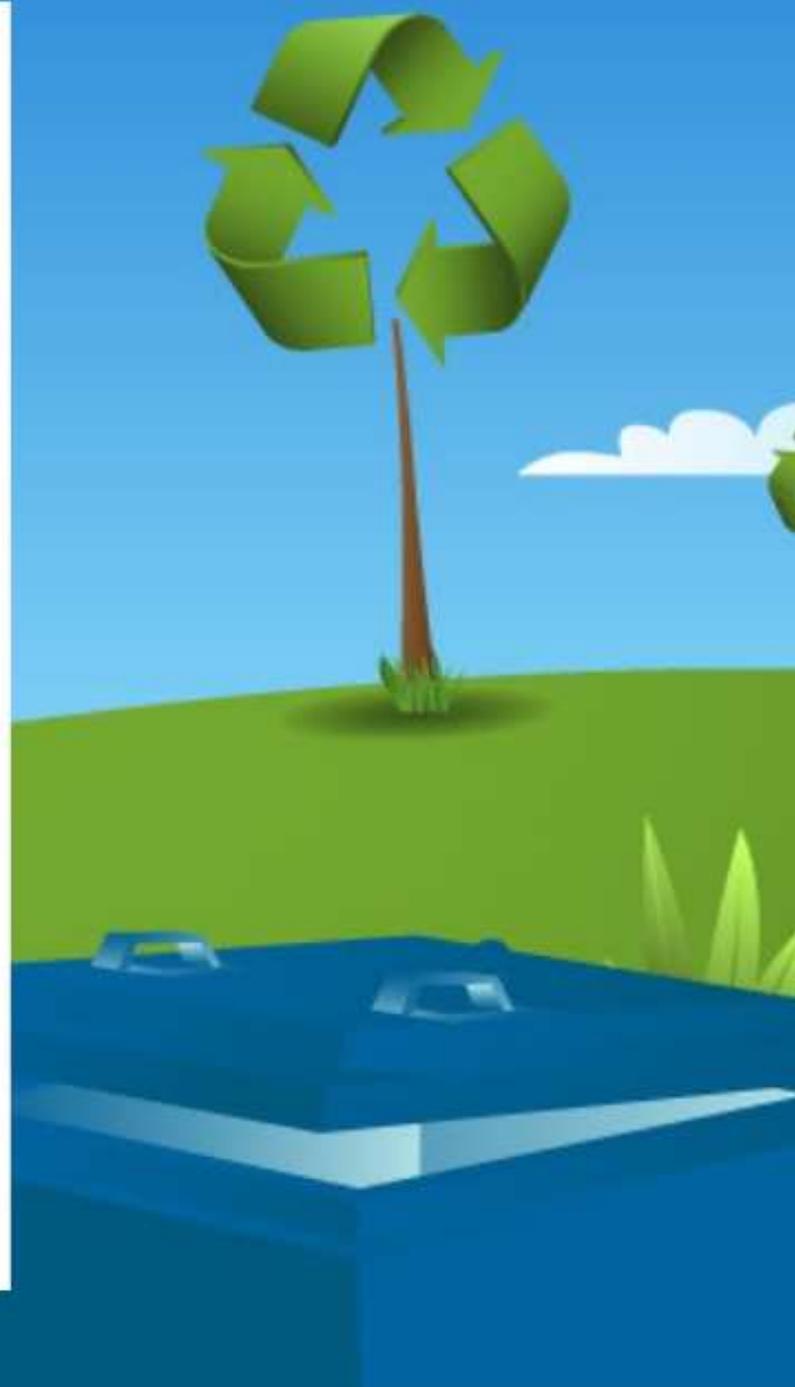
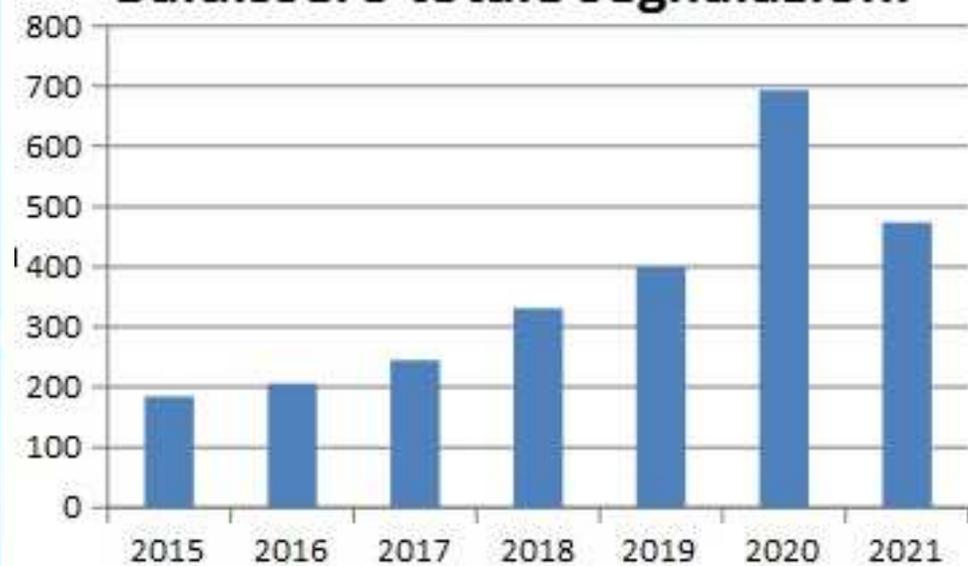
Andezeno totale segnalazioni



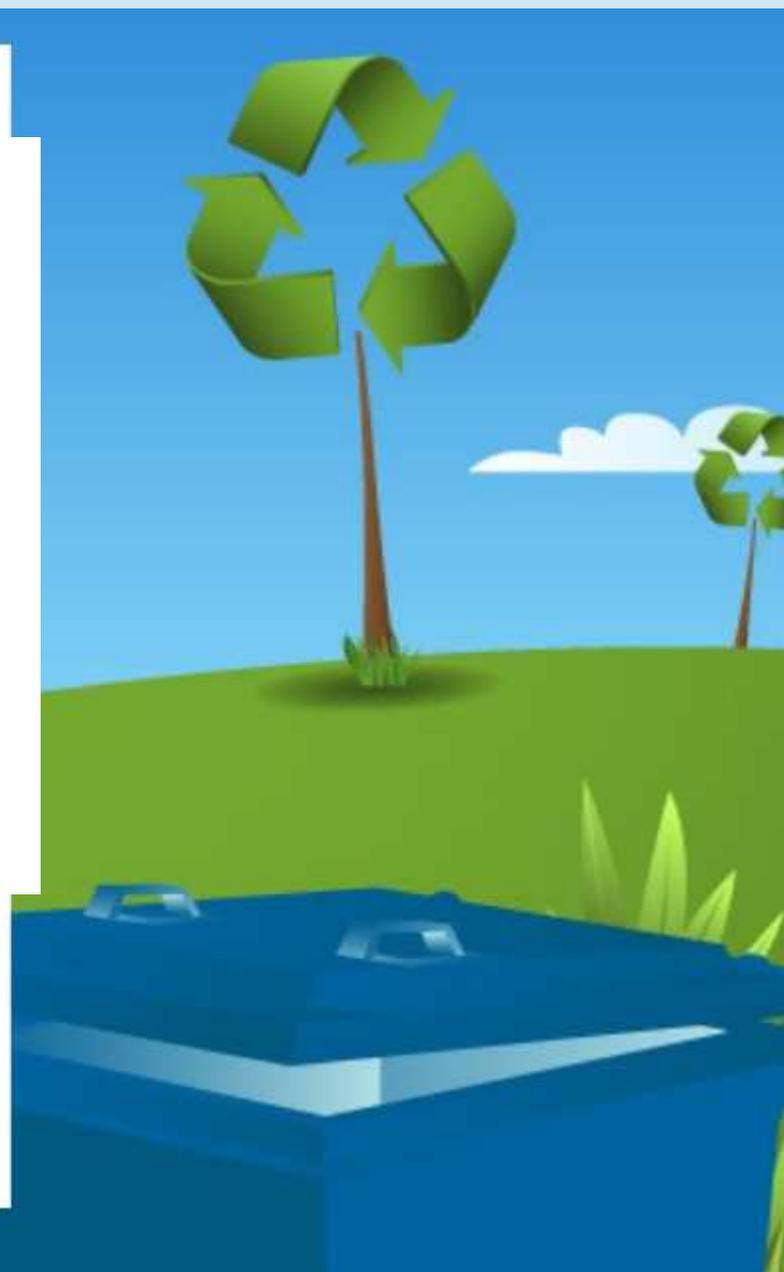
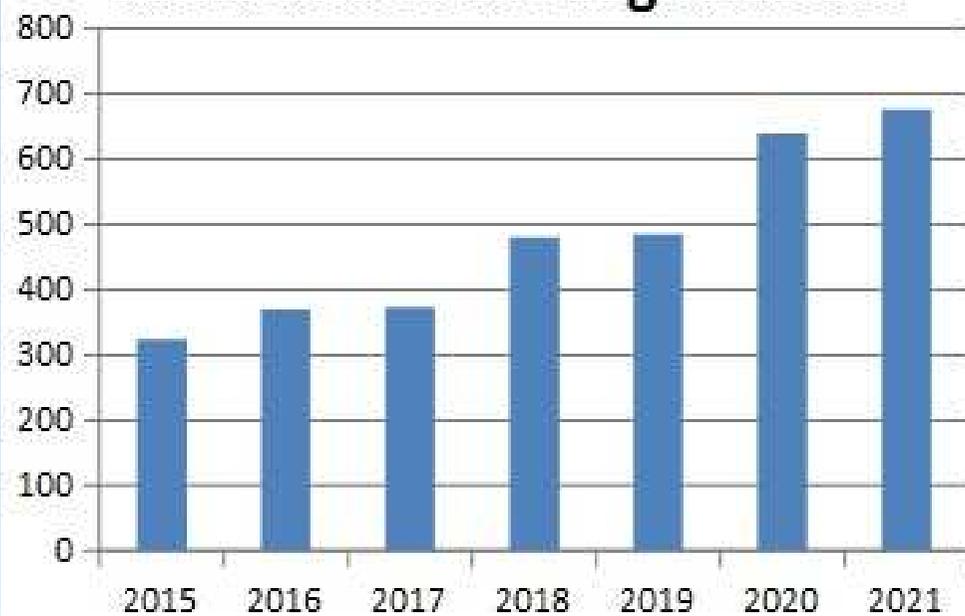
Arignano totale segnalazioni



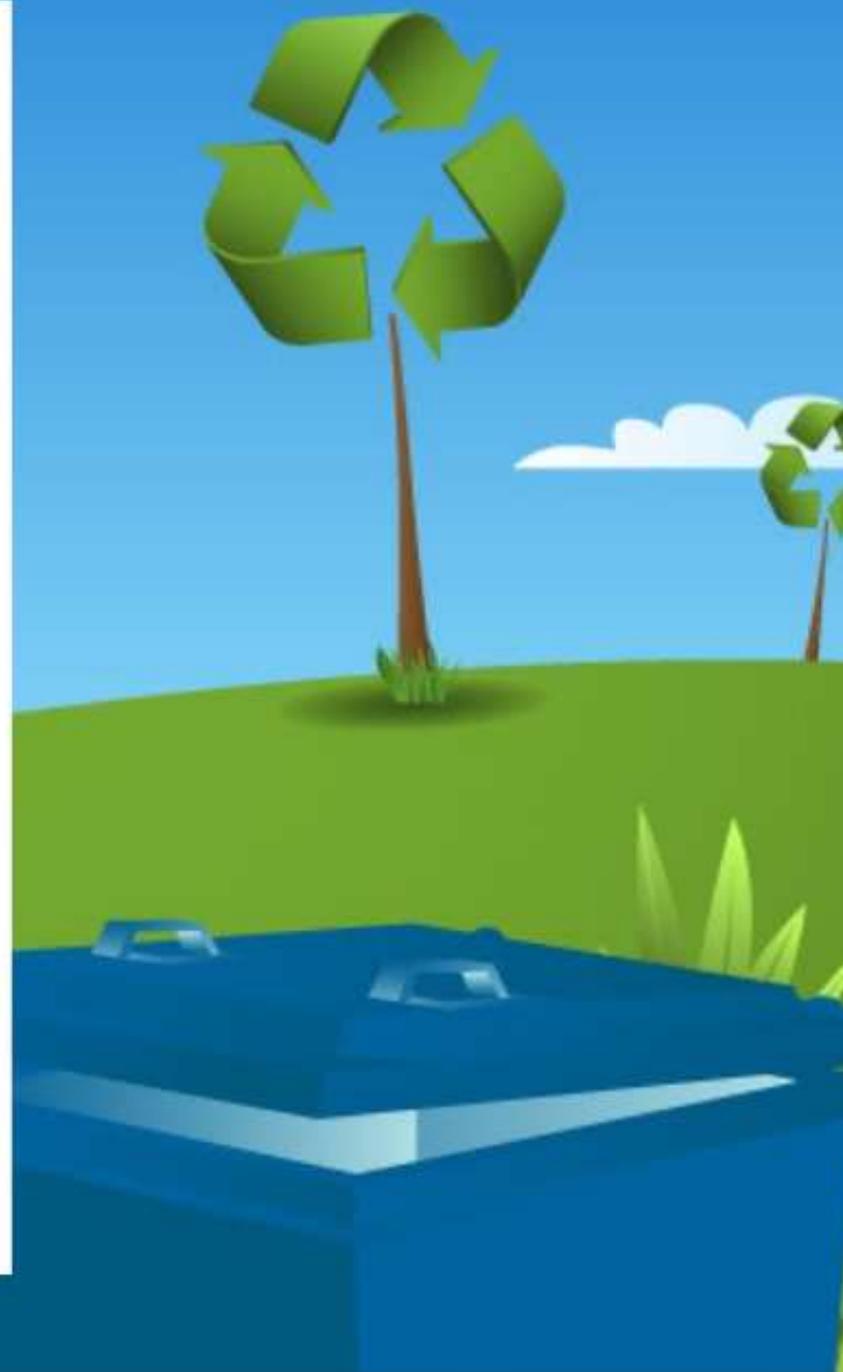
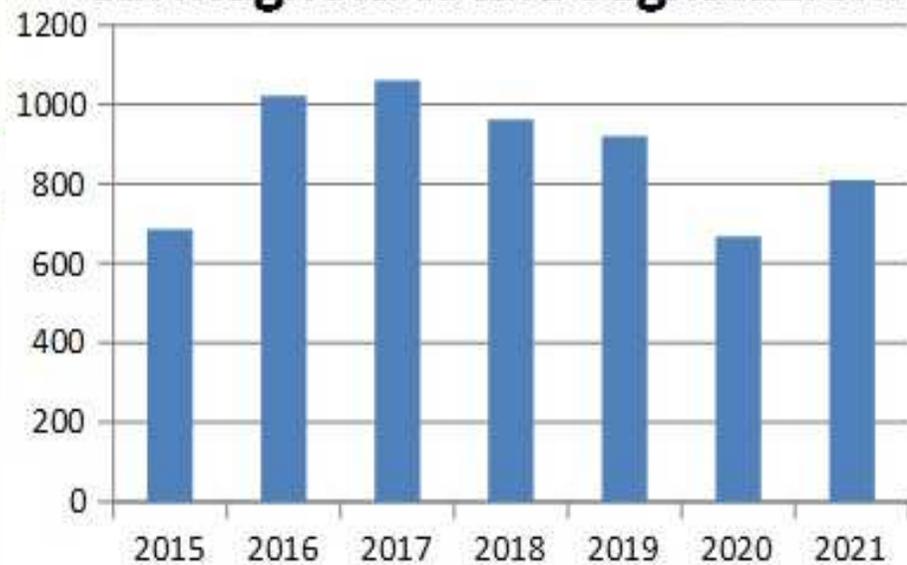
Baldissero totale segnalazioni



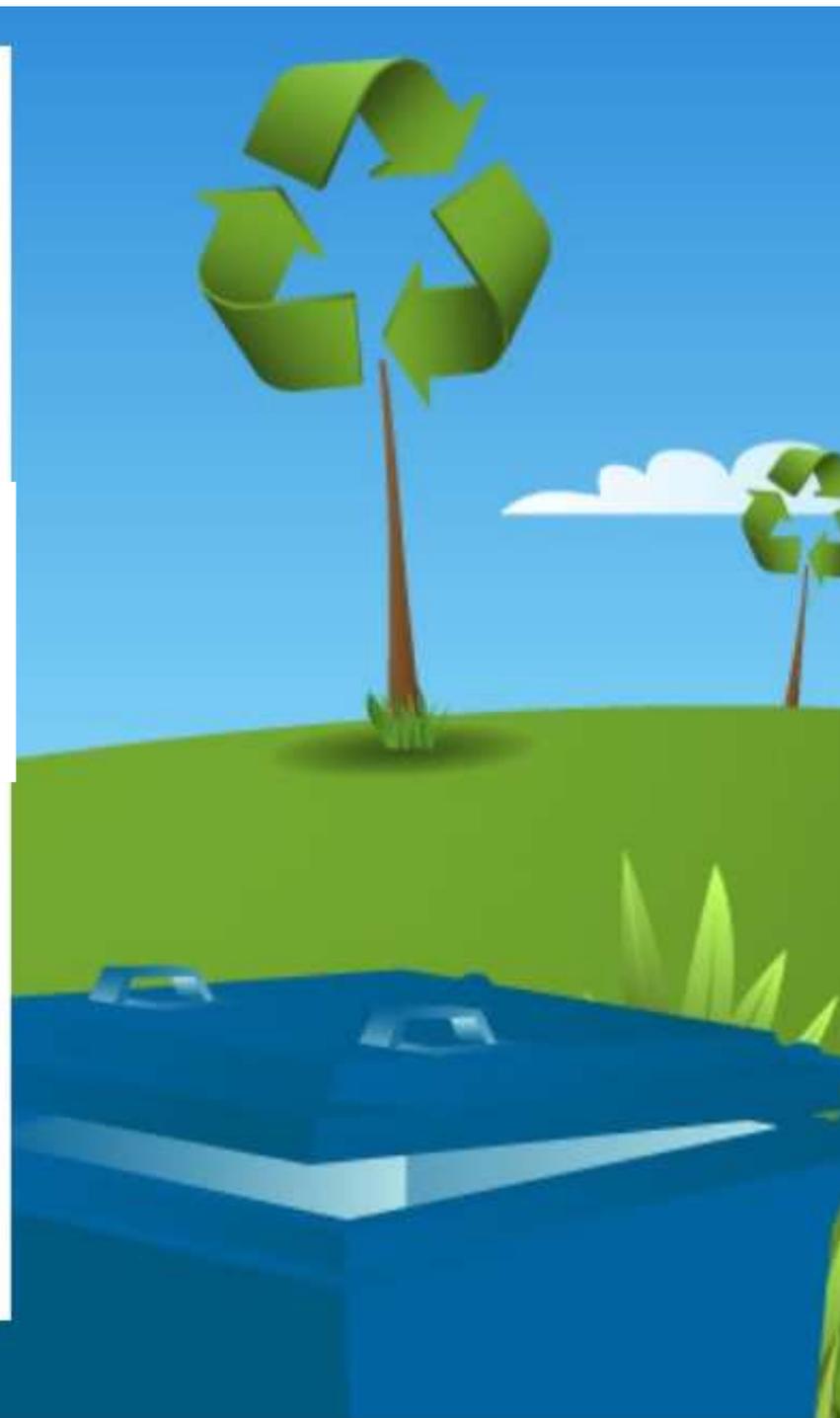
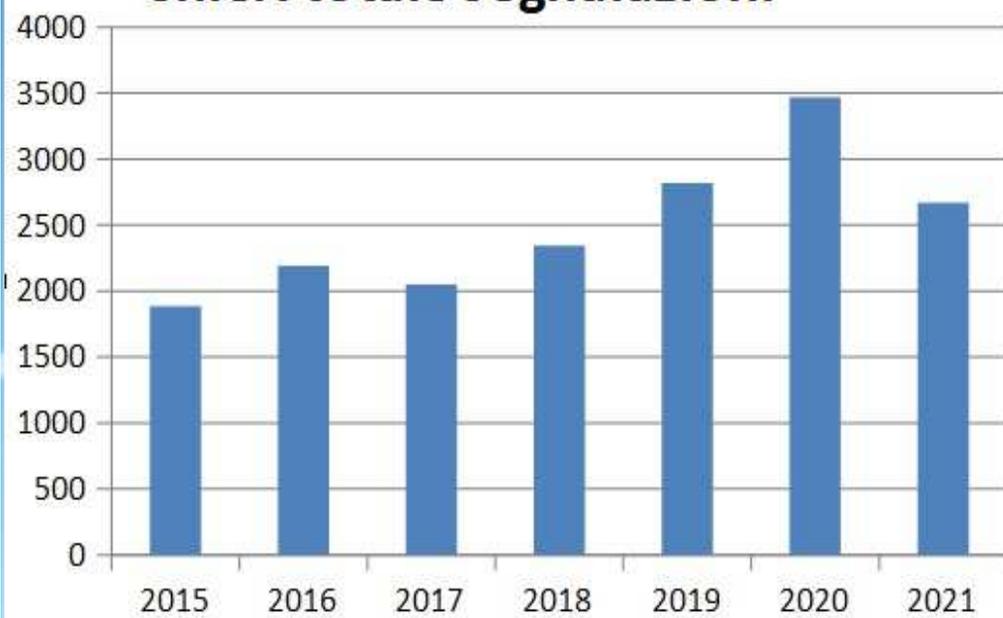
Cambiano totale segnalazioni



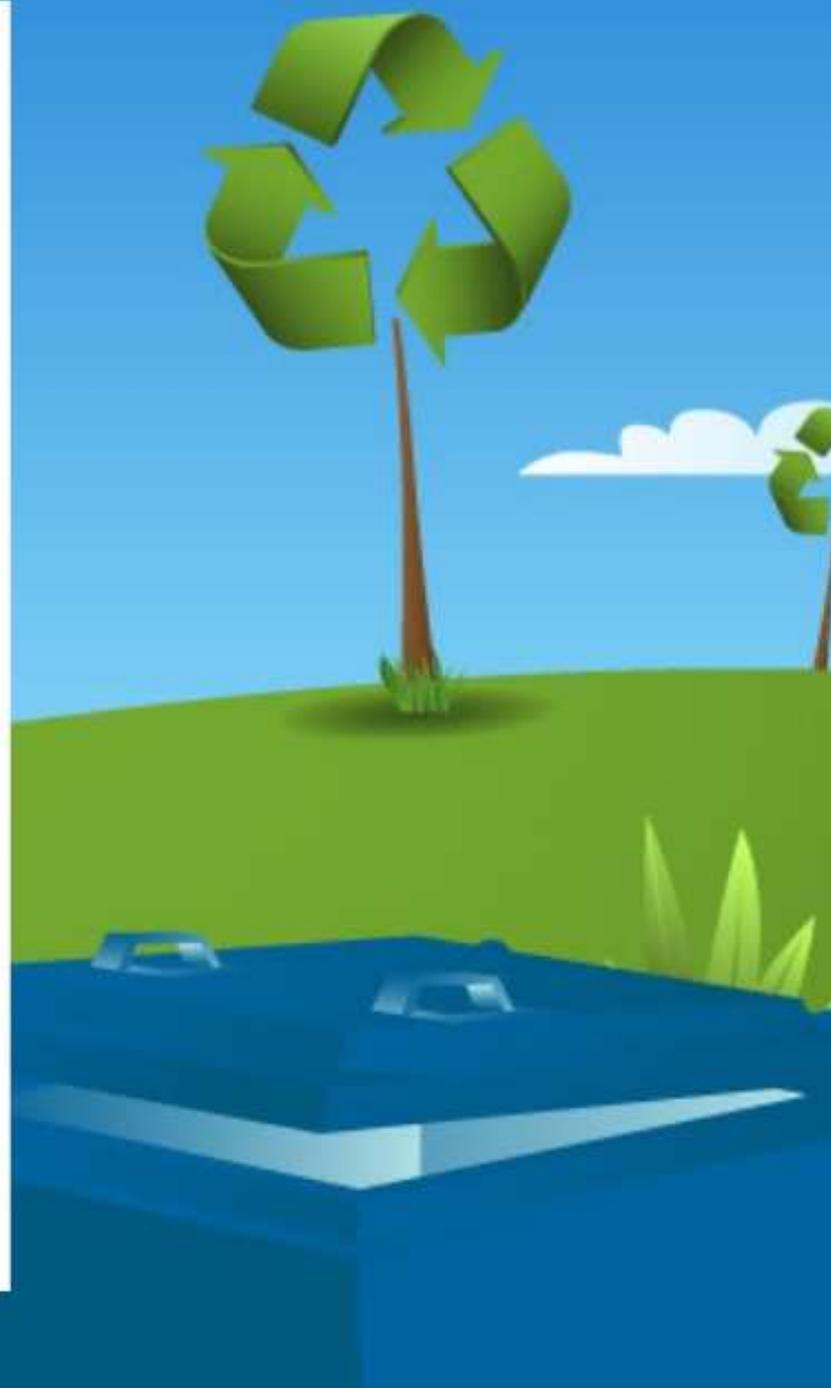
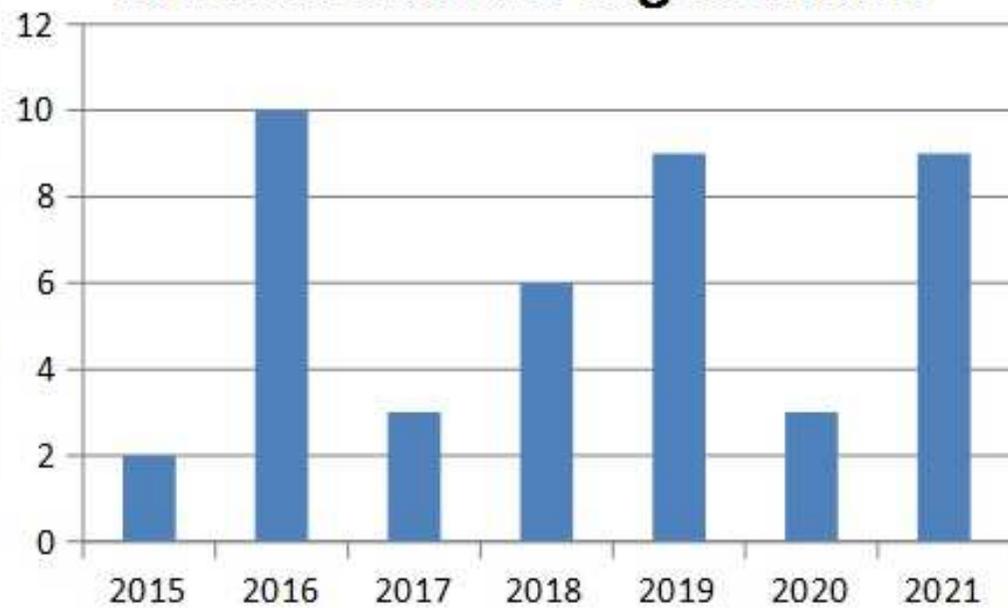
Carmagnola totale segnalazioni



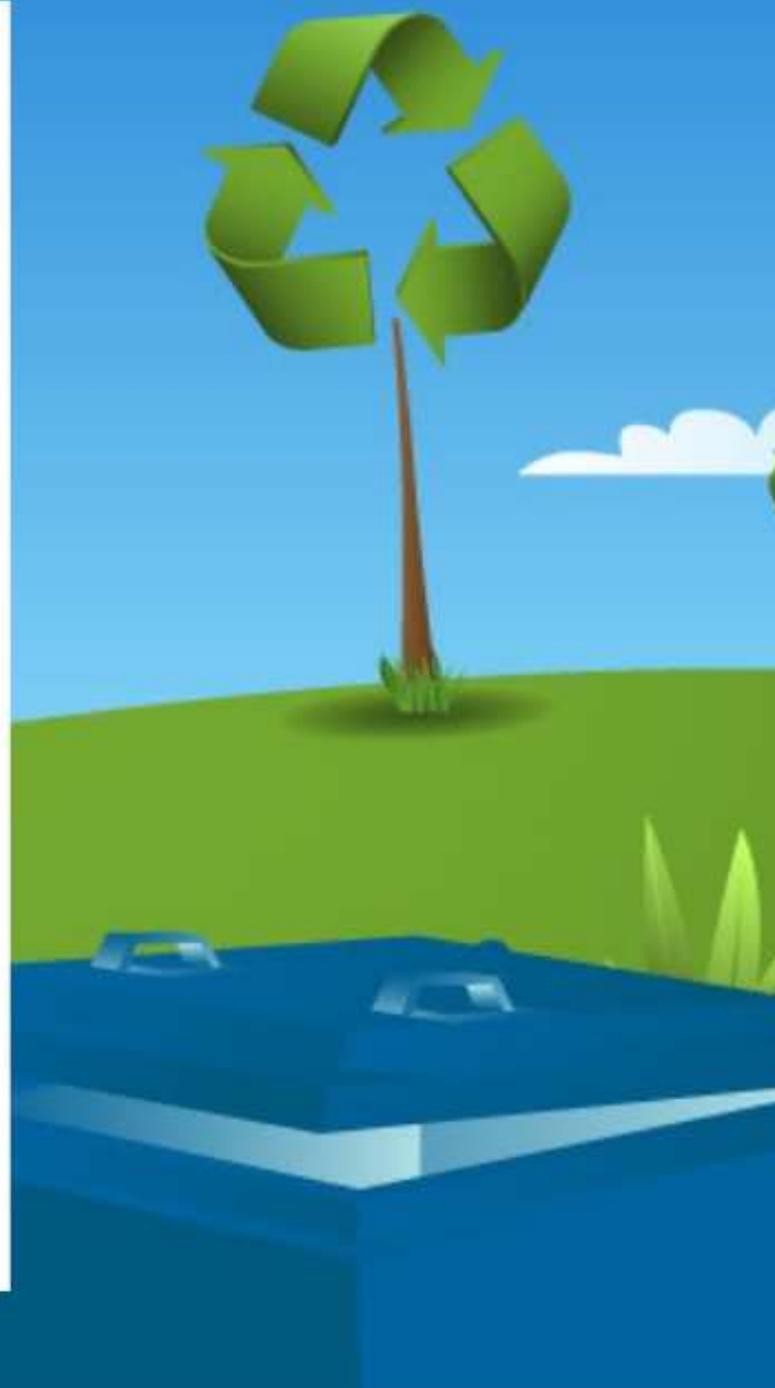
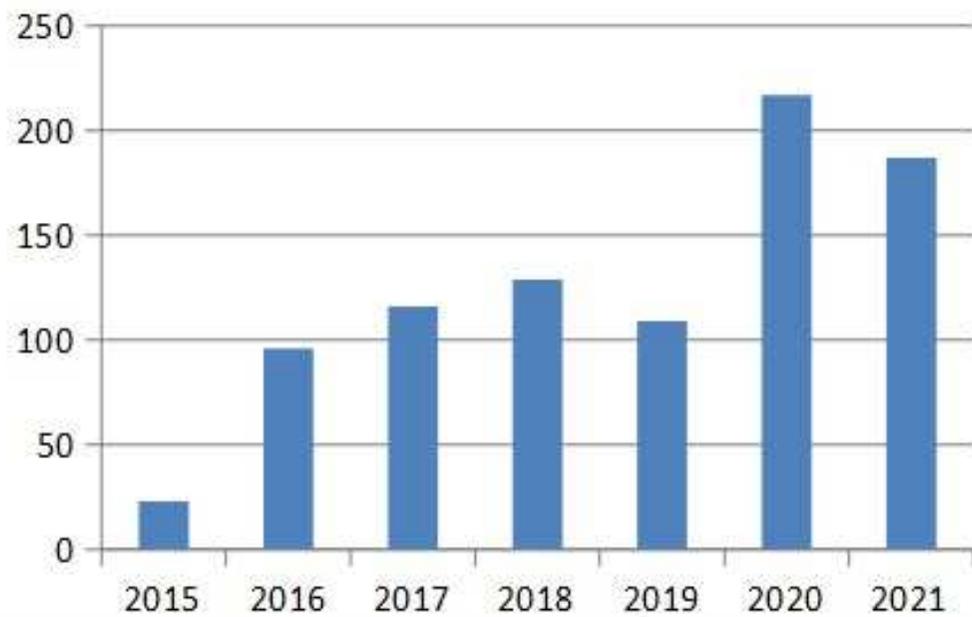
Chieri totale segnalazioni



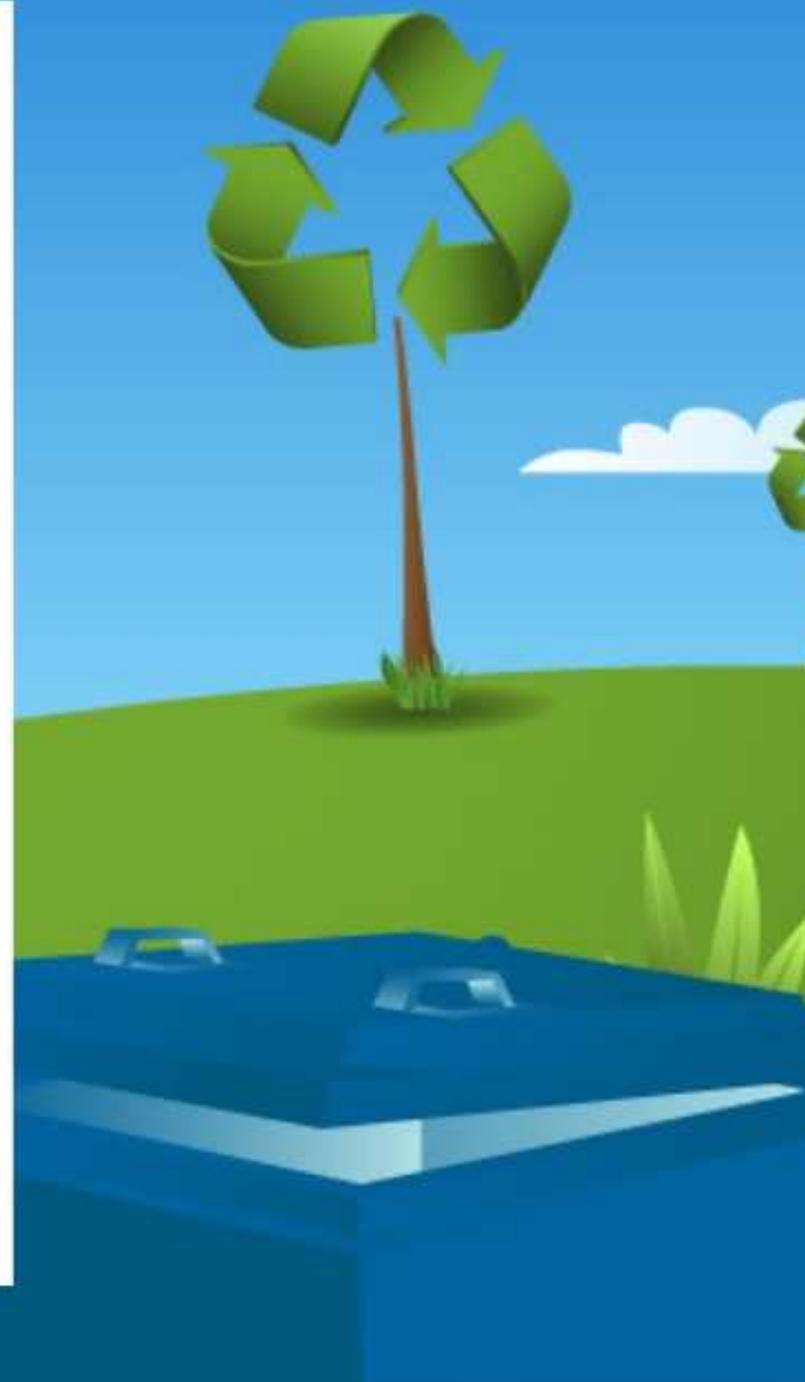
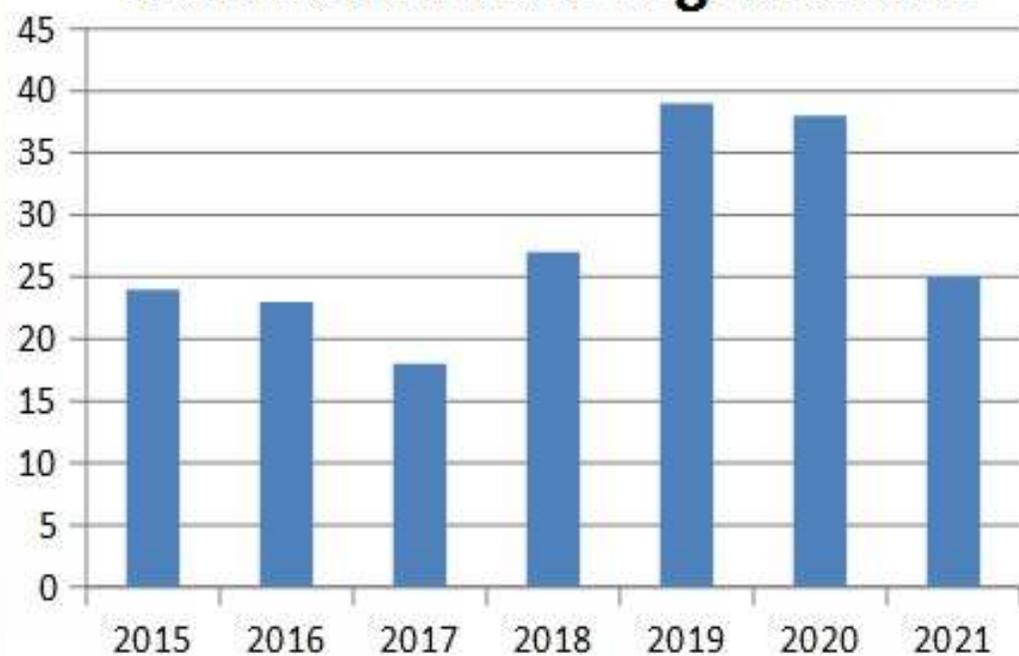
Isolabella totale segnalazioni



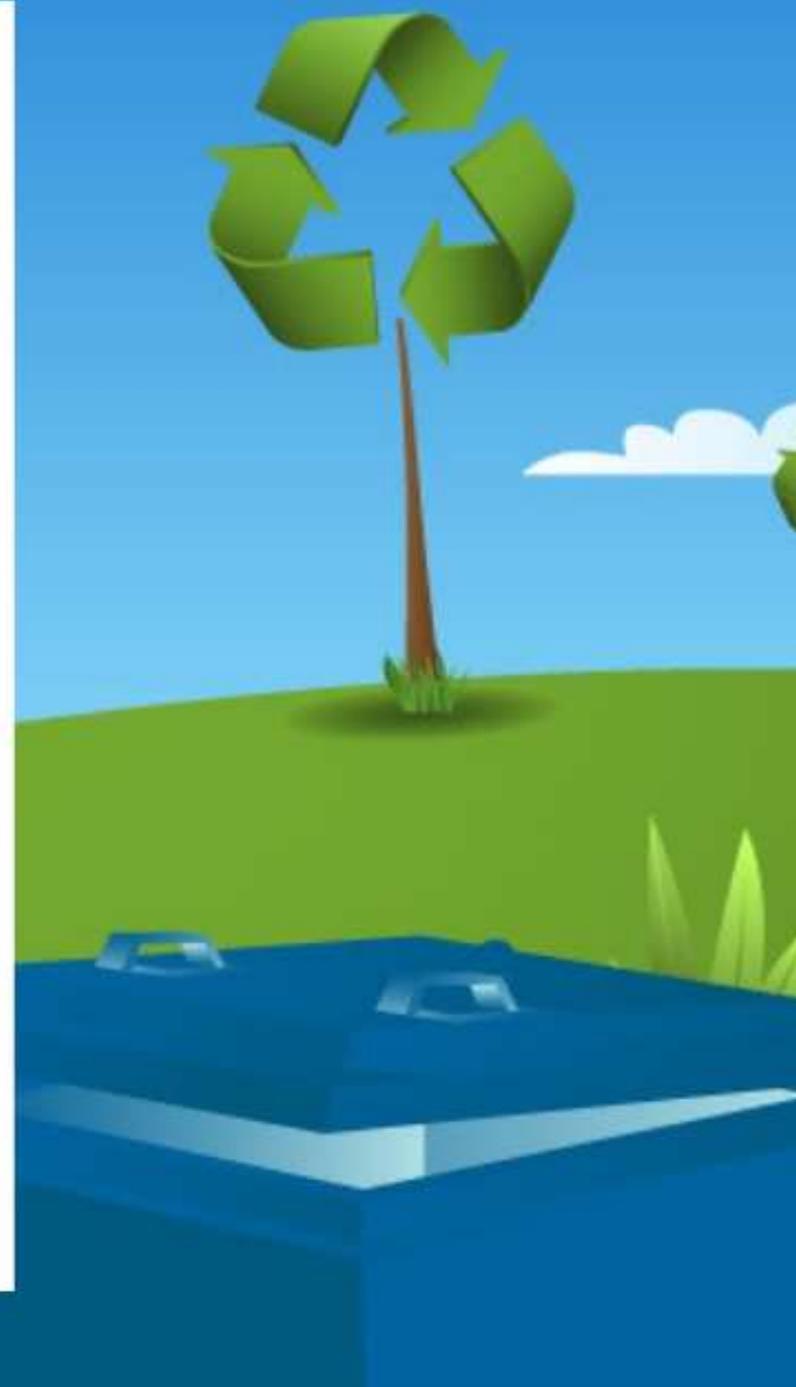
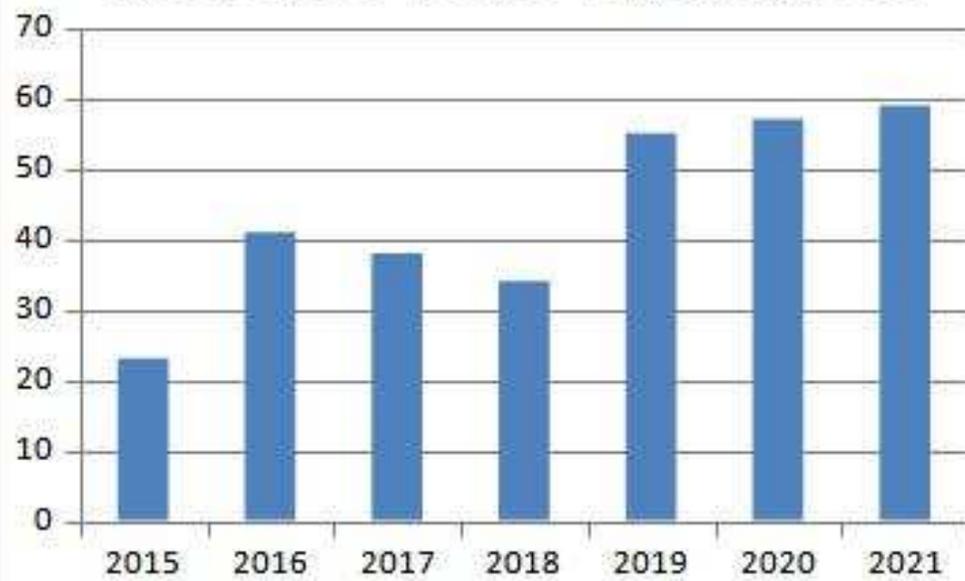
Marentino totale segnalazioni



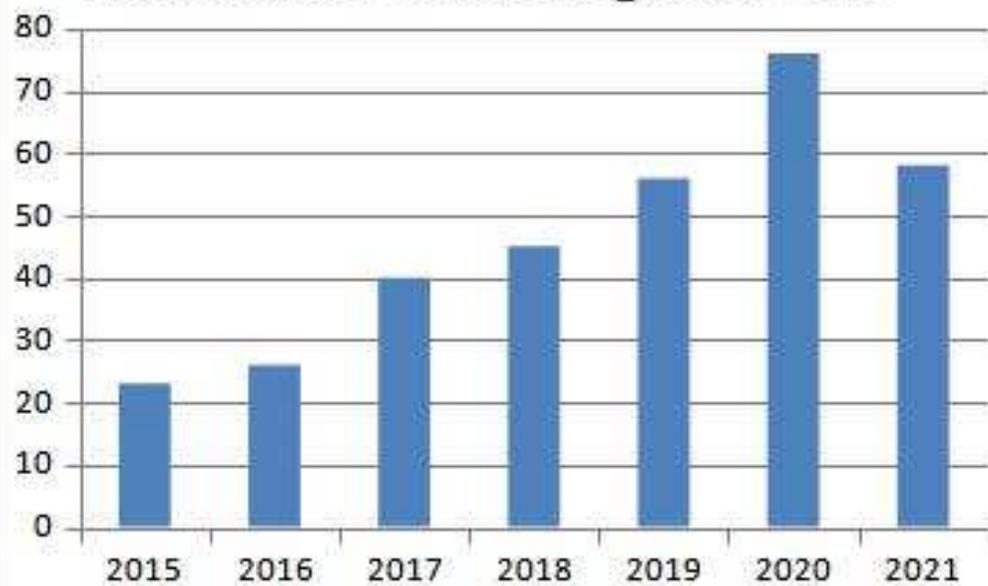
Mombello totale segnalazioni



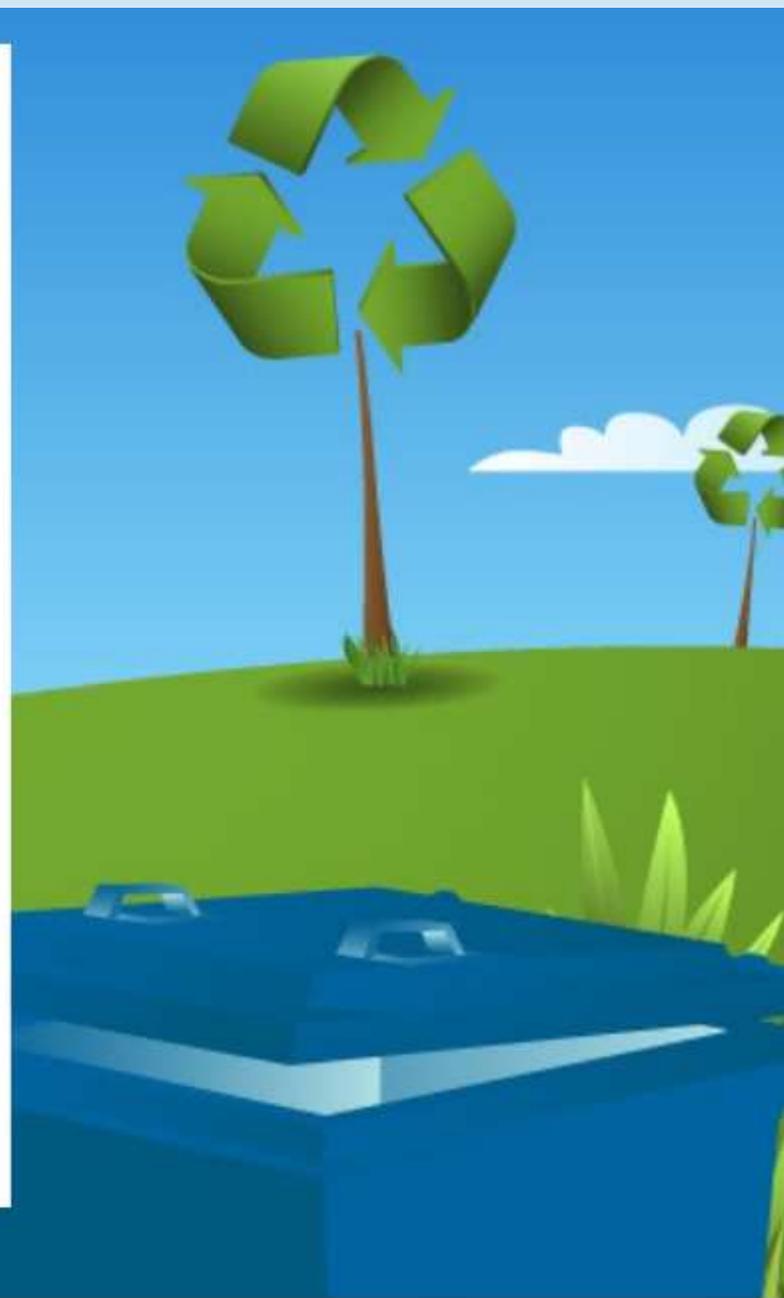
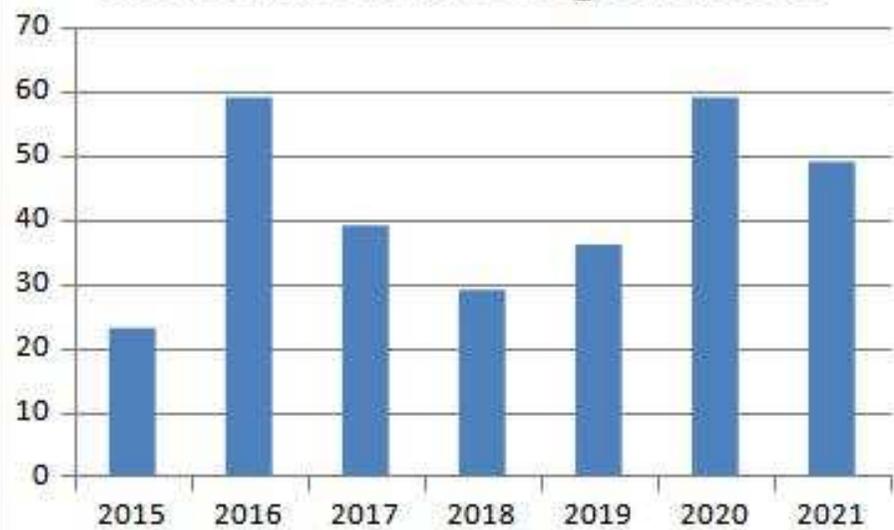
Moncucco totale segnalazioni



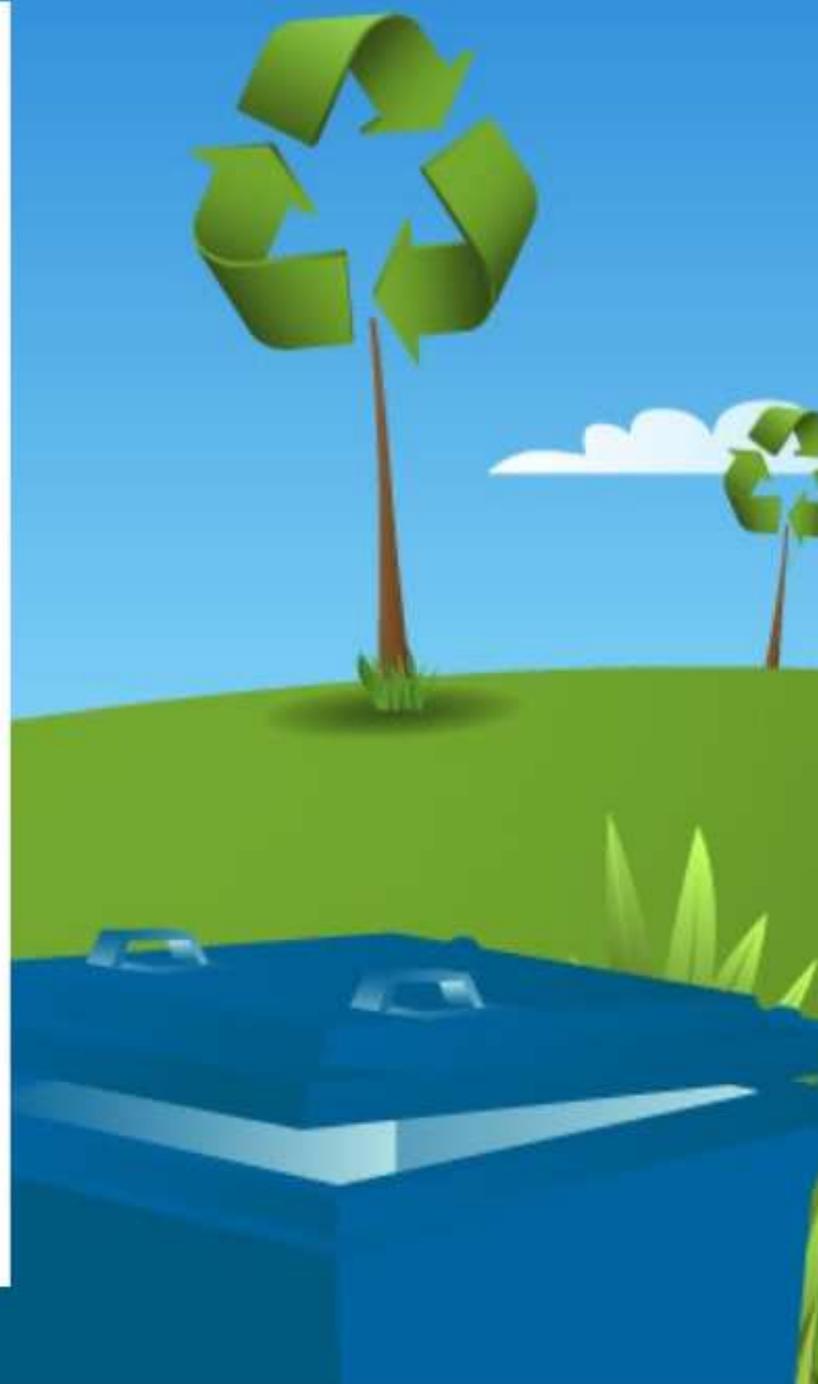
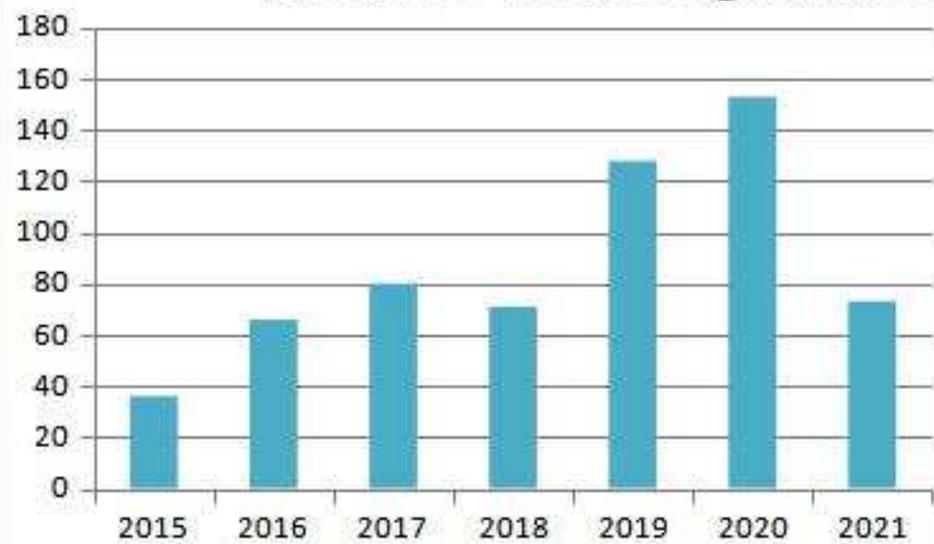
Montaldo totale segnalazioni



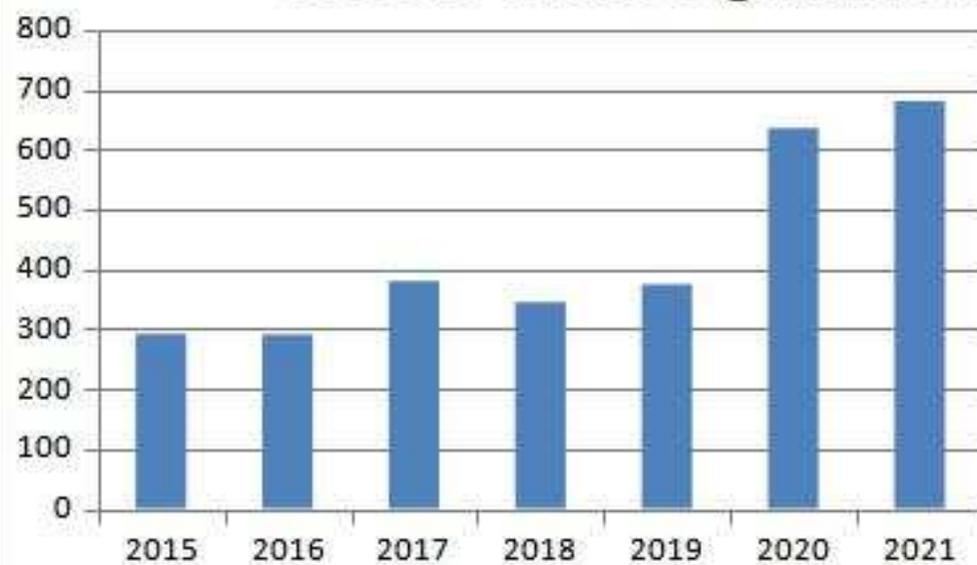
Moriondo totale segnalazioni



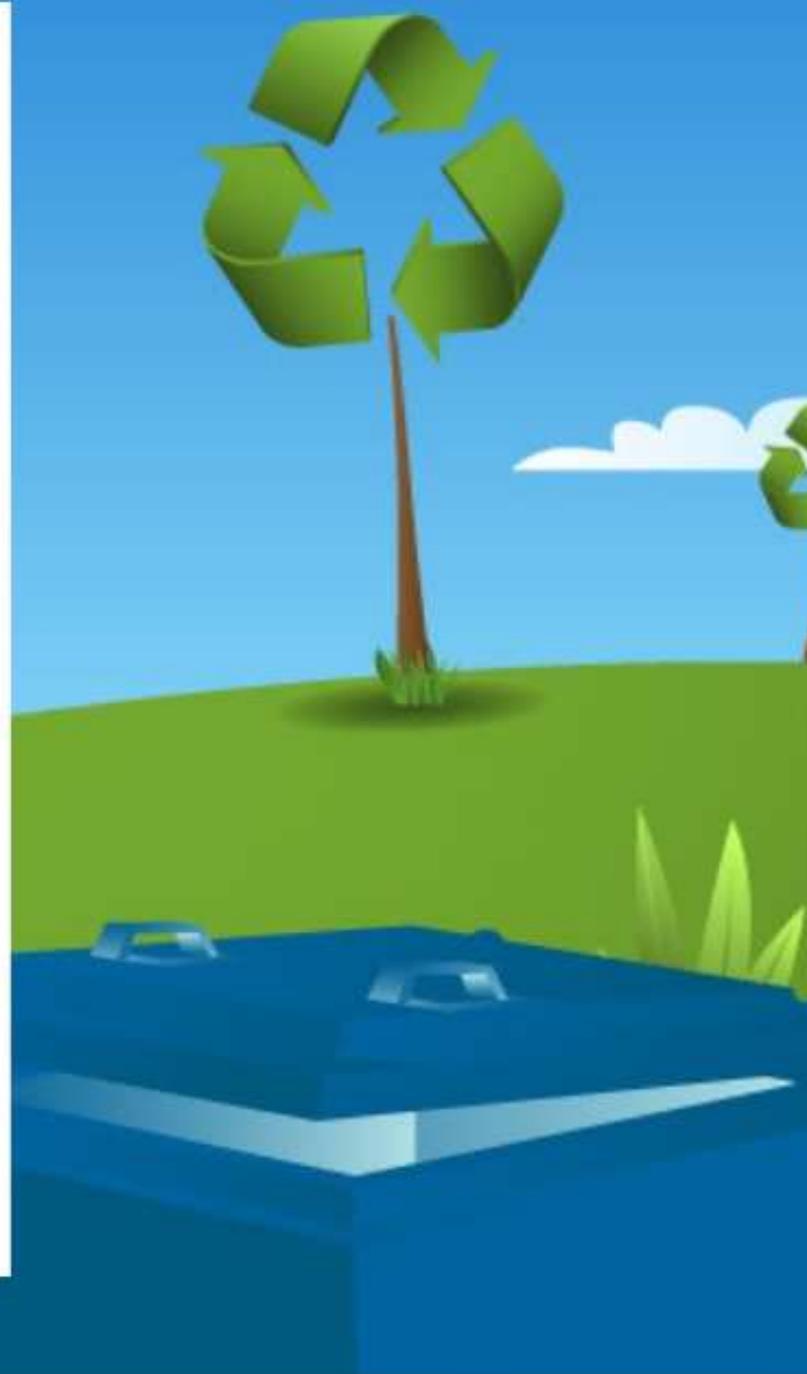
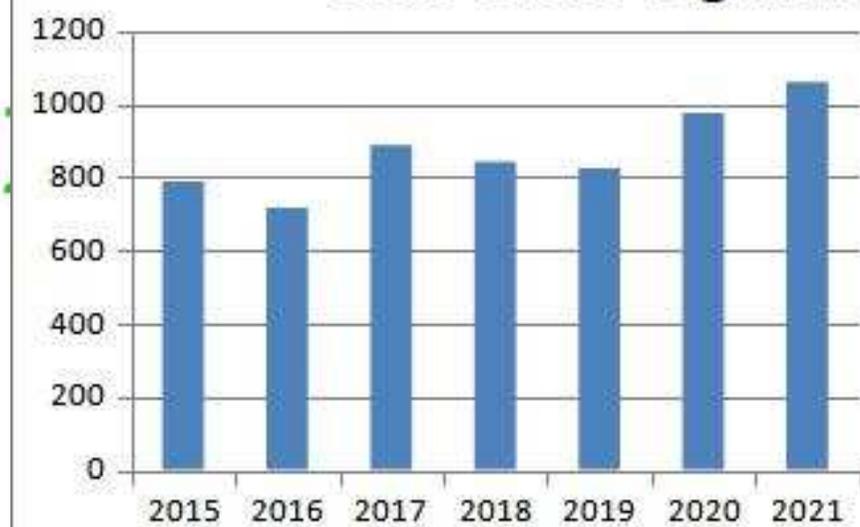
Pavarolo totale segnalazioni



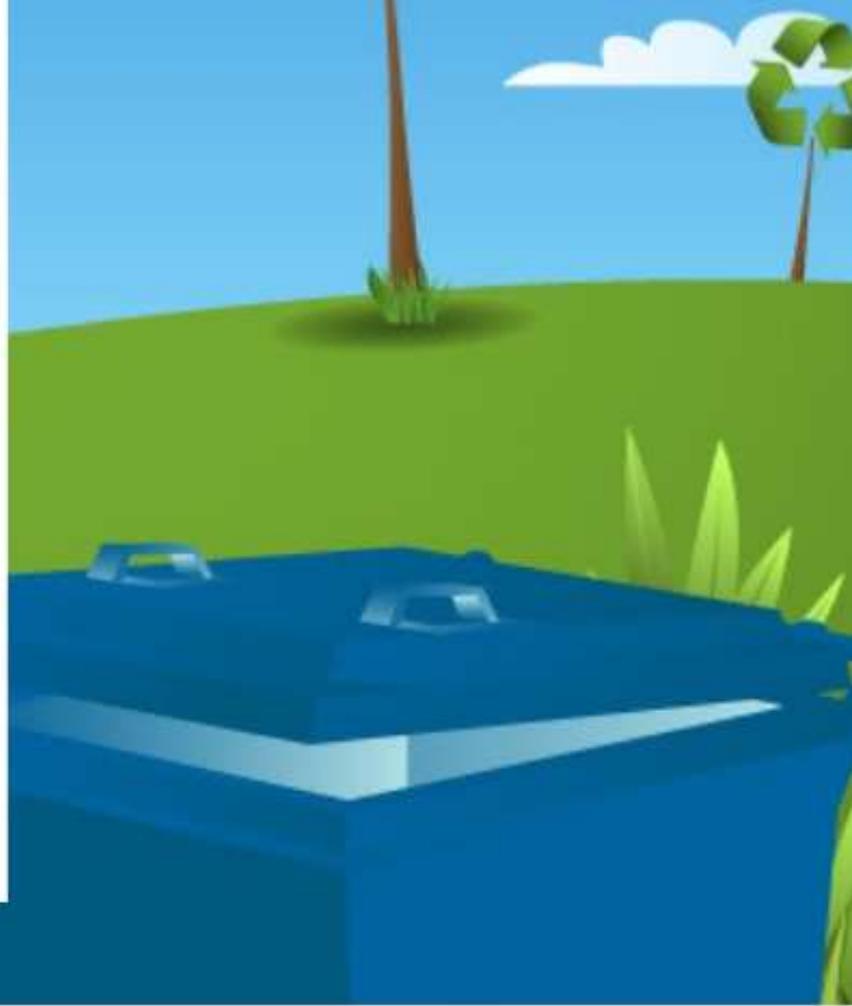
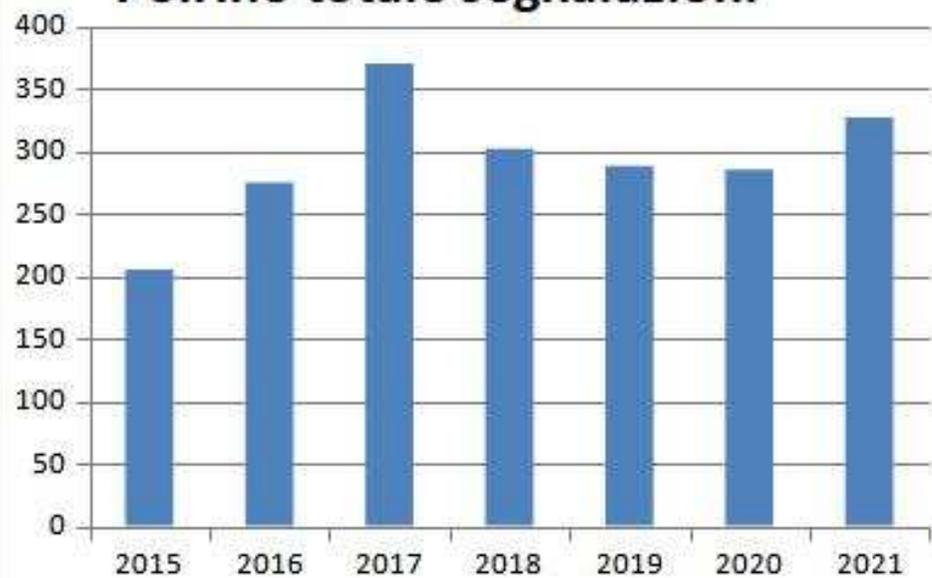
Pecetto totale segnalazioni



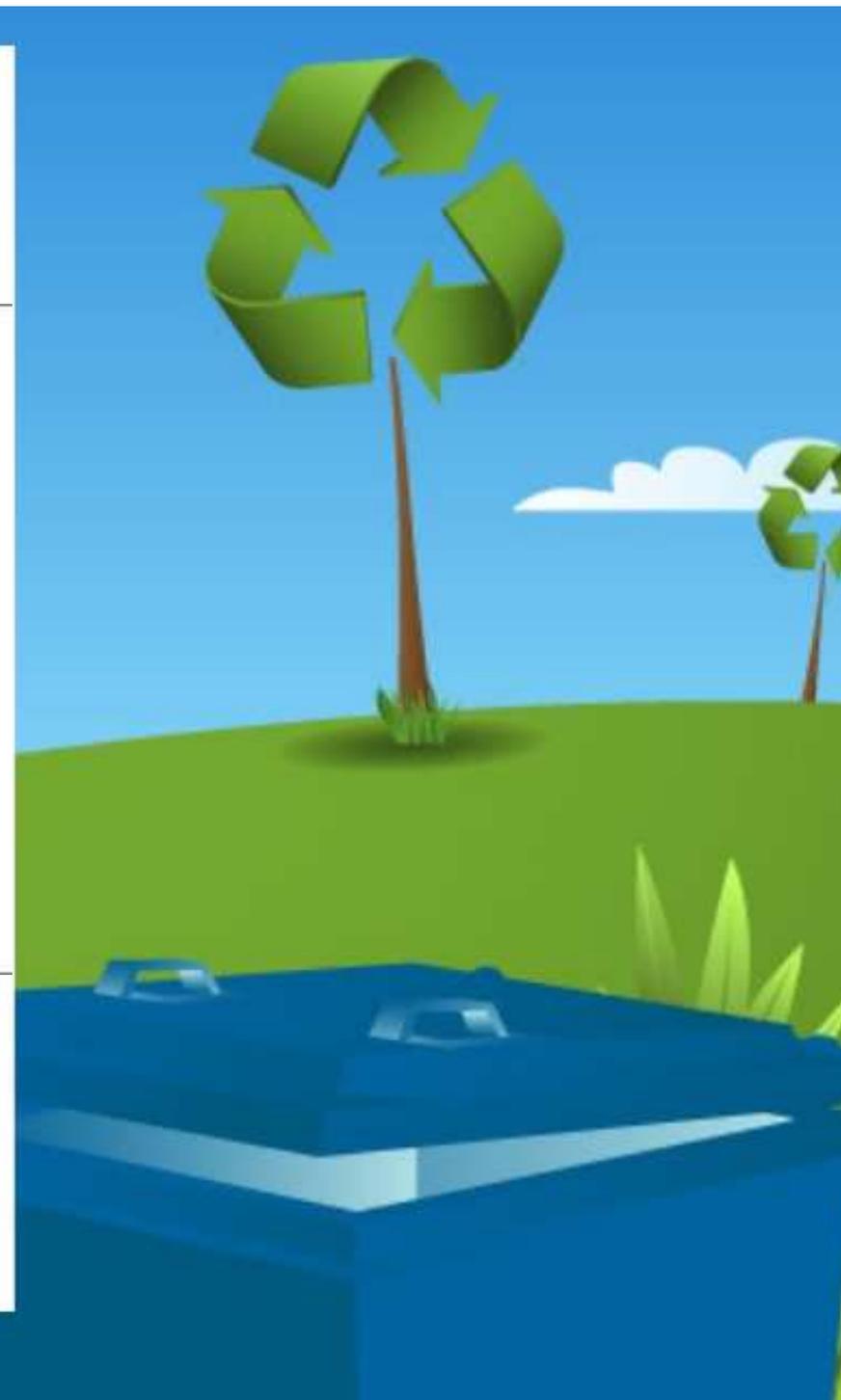
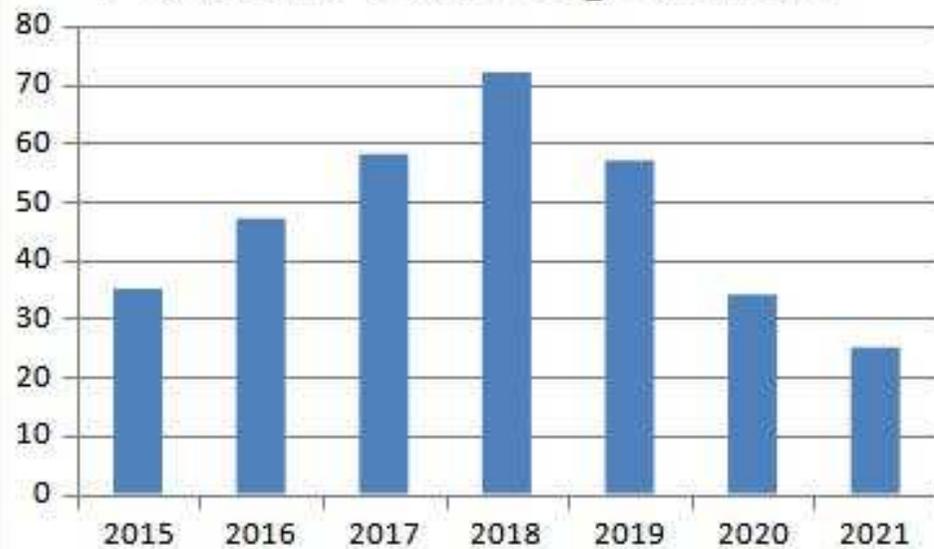
Pino totale segnalazioni



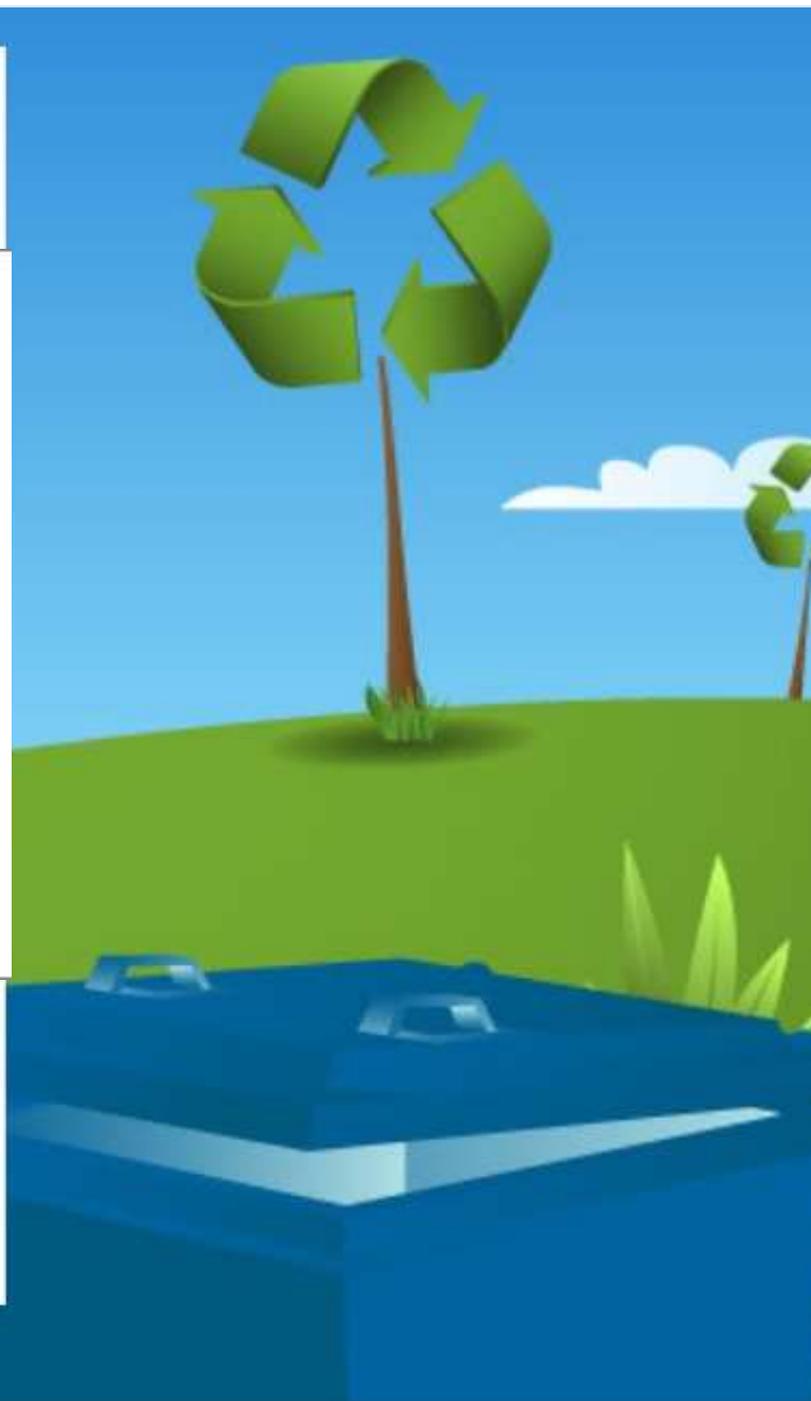
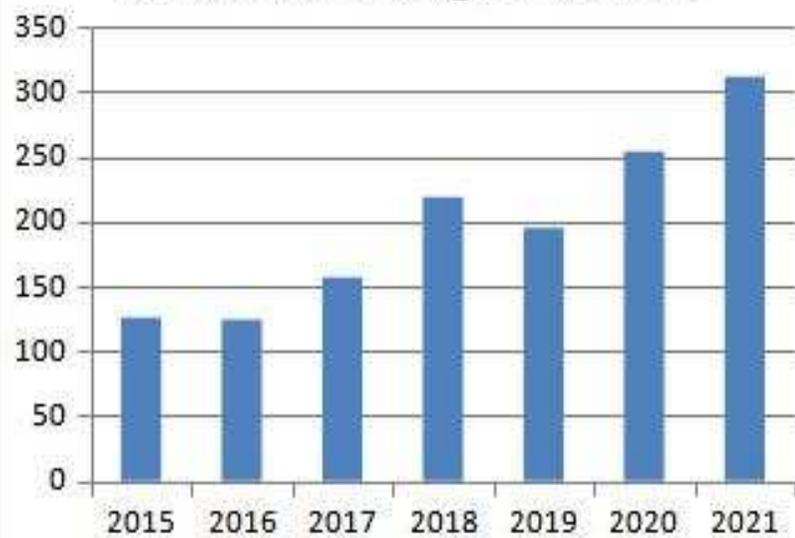
Poirino totale segnalazioni



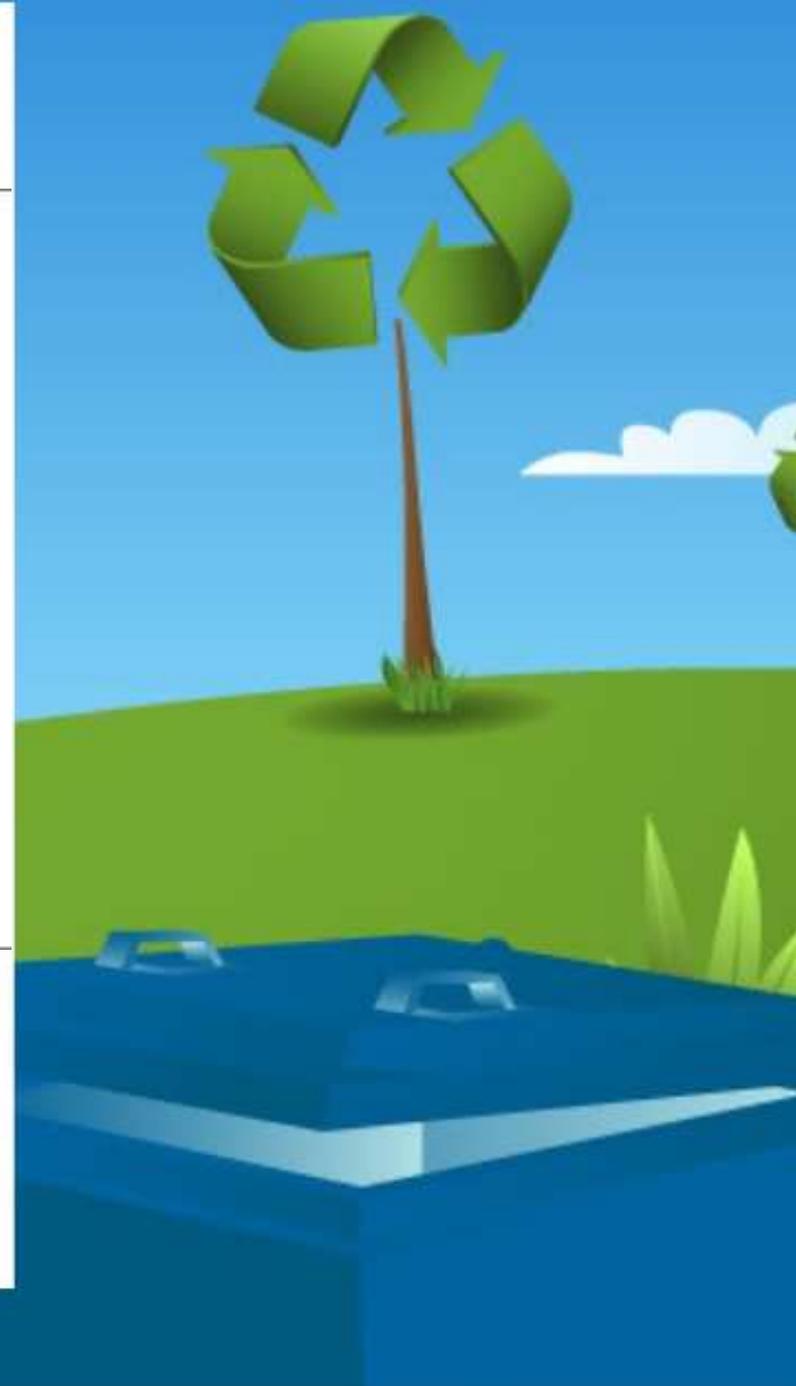
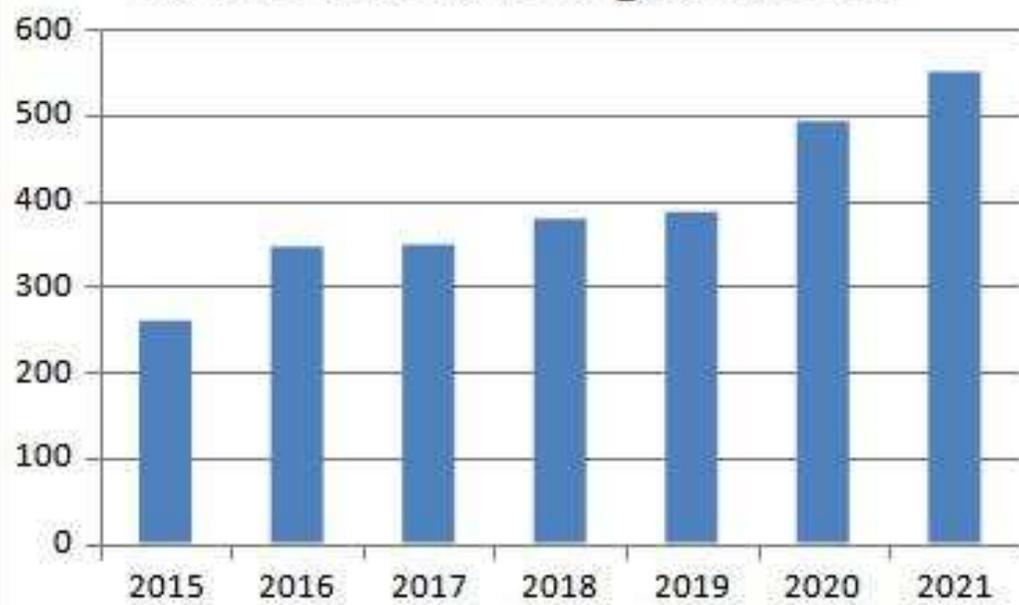
Pralormo totale segnalazioni



Riva totale segnalazioni



Santena totale segnalazioni



CONCLUSIONI

- NEL PRESENTE REPORT SONO STATI ANALIZZATI SOLO I DATI RELATIVI ALLE UTENZE DOMESTICHE
- LA PANDEMIA HA INFLUENZATO I DATI DEGLI ULTIMI 2 ANNI CON UN AUMENTO DI SEGNALAZIONI

SUGGERIMENTI

**MONITORARE UTENZE NON DOMESTICHE
(RISTORANTI E PICCOLO COMMERCIO)
E RECLAMI 2022
PER FORNIRE UN QUADRO
POST EMERGENZIALE**

