

SUMMARY OF COMPLAINTS LOG

PERIOD: APRIL 2008 – JUNE 2008

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Benefits		0	
Building Control		0	
Commercial Services	1. Refuse collections in Levisham	1	1. Site visits and ongoing monitoring been undertaken.
Community Safety		0	
Council Tax		0	
Cultural Services		0	
Customer Services		0	
Development Control	1. Complaint regarding a dangerous structure 2. Complaint regarding objection to planning approval	2	1. Building Inspector and Conservation Officer visited site and planning application now received by the owner for permission to demolish building. 2. Letter sent explaining the reasons for the approval.
Electoral & Land Charges		0	
Environmental Health	1. Charge for removal of wasps nest 2. Lack of action on alleged dangerous dog 3. Lack of action to neighbours cockerels 4. Inadequate standard of service on out of hours stray dogs. 5. Unhappy about provision for stray dogs out of hours.	5	1. Complaint resolved 2. Situation being monitored. Statements taken and submitted to Legal Services 3. Statutory nuisance notice served 4. Policy reviewed at Community Services & Licensing Committee on 24.07.08 - approved out of hours collection service where practicable 5. Policy reviewed at Community Services & Licensing Committee on 24.07.08 - approved out of hours collection service where practicable

Forward Planning & Economic Development		0	
Financial Services		0	
Housing Services		0	
Human Resources		0	
IT Services		0	
Legal Services		0	
Member Services		0	
Performance Management		0	
Policy		0	
Property Services		0	
TOTALS		8	