

SUMMARY OF COMPLAINTS LOG

PERIOD: JULY 2008 – SEPTEMBER 2008

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	1. Dissatisfaction with procedures carried out in relation to benefit fraud investigation	-	1. This complaint is now with the Local Government Ombudsman.
Democratic Services		-	
Development Services	1. No direct consultation received on a planning application that received approval	1	1. Letter of apology sent for not consulting.
Economic & Community		-	
Facilities & Emergency Planning		-	
Finance & Revenue Services	1. Refusal of Ryedale District Council to grant Discretionary Rate Relief	1	1. This was reported at Overview & Scrutiny Committee on 24 April 2008. The Local Government Ombudsman carried out an independent investigation and their decision was "no or insufficient evidence of Maladministration"
Forward Planning		-	

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Health & Environment	<ol style="list-style-type: none"> 1. Conduct of Dog Warden visit. 2. Unable to contact staff on a Saturday to report noisy event. 3. Tone of final demand letter as this was alleged to be the first communication 	3	<ol style="list-style-type: none"> 1. Referred to Corporate Director who interviewed the complainant and wrote further to the meeting with a decision letter. No further correspondence received. 2. The matter has been discussed with the complainant and an offer made to monitor the situation if the event is to be run next year. 3. Letter sent advising that original invoice had been raised and apologised for any distress caused.
Housing Services		-	
Human Resources		-	
ICT Services		-	
Legal		-	
Streetscene Services	<ol style="list-style-type: none"> 1. Removal of second 240 litre bin from property 	1	<ol style="list-style-type: none"> 1. Explained to occupier that the Council's policy is for one bin only.
Transformation		-	
TOTAL		6	