



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 6 AUGUST 2009

REPORTING OFFICER: CUSTOMER SERVICE AND BENEFITS MANAGER
ANGELA WOOD

SUBJECT: CUSTOMER COMPLAINTS MONITORING

WARDS AFFECTED: ALL

1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaints procedure for the period April – June 2009.

2.0 RECOMMENDATIONS

2.1 To accept the report as attached.

3.0 REPORT

3.1 This report includes complaints monitored under individual service complaints systems (**Annex A**).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period April - June 2009 together with action taken where appropriate (**Annex B**).

Background Papers: RDC Complaints Procedure

OFFICER CONTACT: Please contact Angela Wood, Customer Service & Benefits Manager, if you require any further information on the contents of this report. The officer can be contacted at Ryedale House, 01653 600666 Ext 220 angela.wood@ryedale.gov.uk