

## SUMMARY OF COMPLAINTS LOG

PERIOD: APRIL - JUNE 2009

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits		-	
Democratic Services		-	
Development Services	<ol style="list-style-type: none"> <li>1. Incorrect information provided to customer.</li> <li>2. Dissatisfaction with staff members behaviour.</li> <li>3. Dissatisfaction with failure to respond to previous correspondence.</li> <li>4. Dissatisfaction that planning application procedures were not adhered to.</li> <li>5. Dissatisfaction that planning application procedures were not adhered to.</li> </ol>	5	<ol style="list-style-type: none"> <li>1. Apology to customer and matter addressed with staff.</li> <li>2. Letter of apology provided and staff member no longer works for RDC.</li> <li>3. Detailed letter of response providing customer advice including an apology for delay in responding.</li> <li>4. Detailed letter of response issued explaining that policies and procedures were followed.</li> <li>5. Letter sent apologising for delay in responding but also advising customer policies &amp; procedures were followed.</li> </ol>

Economic & Community		-	
Facilities & Emergency Planning		-	
Finance & Revenue Services		-	
Forward Planning		-	
Health & Environment		-	
Housing Services		-	
Human Resources		-	
ICT Services		-	
Legal		-	

Streetscene Services	<ol style="list-style-type: none"> <li>1. Dissatisfaction with staff members behaviour.</li> <li>2. Dissatisfaction over use of car park for political parties.</li> <li>3. Missed recycling collection.</li> <li>4. Dissatisfaction regarding access from Eastgate car park.</li> <li>5. Dissatisfaction regarding litter removal.</li> <li>6. Missed refuse collection.</li> <li>7. Dissatisfaction regarding litter removal.</li> </ol>	7	<ol style="list-style-type: none"> <li>1. Letter of apology sent and matter addressed with member of staff.</li> <li>2. Council Policy to be reviewed.</li> <li>3. Apology given to customer and matter addressed with team.</li> <li>4. Letter sent to residents advising access cannot be closed however as a compromise will close at night.</li> <li>5. Letter of advice sent to customer.</li> <li>6. Waste collected and advice given to customer.</li> <li>7. Litter removed and advice given to Parish Council regarding provision of litter bin.</li> </ol>
Transformation		-	
<b>TOTAL</b>		12	