

# Complaints Q4 2014-15

Generated on: 03 June 2015

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Business Support (BS)	Dissatisfaction with opening times at Ryedale House	Dissatisfaction with the way Council policies are carried out	Written explanation provided	None given	Stage 1	06-Jan-2015	08-Jan-2015	<b>4</b>
Business Support (BS)	Dissatisfaction with time taken to answer phone	Failure to achieve standards of service	Written apology and explanation provided	Ryedale South West	Stage 1	19-Feb-2015	24-Feb-2015	
Business Support (BS)	Dissatisfaction with card payment system	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Malton	Stage 1	18-Mar-2015	23-Mar-2015	
Business Support (BS)	Dissatisfaction with level of support	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Malton	Stage 2	16-Jan-2015	12-Mar-2015	
Development Management (DM)	Council's handling of site planning application	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Norton West	Stage 2	17-Jan-2015	28-Jan-2015	<b>2</b>
Development Management (DM)	Dissatisfaction with planning procedure and staff	Complaints regarding conduct, attitude and actions of employees	Written explanation provided	Ryedale SW	Stage 2	19-Feb-2015	20-Apr-2015	
Facilities (FE)	Dissatisfaction with alterations to Derwent pool	Dissatisfaction with the way Council policies are carried out	Call made by Kevan (Derwent Leisure) explaining changes made.	Norton West	Stage 2	14-Jan-2015	02-Feb-2015	<b>1</b>
Health & Environment (HE)	Dissatisfaction with service response time	Delays in responding or complaints about the administrative process	Written explanation and issued guidance to staff	Cropton	Stage 1	09-Jan-2015	12-Jan-2015	<b>1</b>
Housing (HS)	Dissatisfaction with window installation	Dissatisfaction with the way Council policies are carried out	Written explanation provided and alternative solution suggested	Pickering East	Stage 1	16-Jan-2015	23-Jan-2015	<b>2</b>
Housing (HS)	Dissatisfaction with customer service and communication	Complaints regarding conduct, attitude and actions of employees	Written explanation and apology provided	Malton	Stage 1	11-Feb-2015	20-Feb-2015	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Human Resources (HR)	Complaint about no reply to email job applications	Delays in responding or complaints about the administrative process	Written explanation and apology provided	Norton East	Stage 1	29-Jan-2015	02-Feb-2015	<b>1</b>
ICT Services (IT)	Dissatisfaction with user experience of RDC website	Failure to provide a service	Written explanation provided	Derwent	Stage 1	05-Jan-2015	05-Jan-2015	<b>1</b>
Legal Services (LS)	Concern over removal of trees	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Pickering West	Stage 2	19-Jan-2015	10-Mar-2015	<b>1</b>
Streetscene (SS)	Dissatisfaction with recycling equipment provided	Dissatisfaction with the way Council policies are carried out	Written explanation, provided with net to cover plastic recycling	Kirkbymoorside	Stage 1	14-Jan-2015	15-Jan-2015	<b>3</b>

