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**REPORT TO:** OVERVIEW AND SCRUTINY COMMITTEE

**DATE:** 18 FEBRUARY 2010

**REPORT OF THE:** CUSTOMER SERVICES AND BENEFITS MANAGER  
ANGELA WOOD

**TITLE OF REPORT:** CUSTOMER COMPLAINTS QUARTER 3

**WARDS AFFECTED:** ALL

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#### **1.0 PURPOSE OF REPORT**

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period October – December 2010.

#### **2.0 RECOMMENDATION**

2.1 It is recommended that members accept the report as attached.

#### **3.0 BACKGROUND AND INTRODUCTION**

3.1 This report includes complaints monitored under individual service complaints systems (Annex 1).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period October – December 2009 together with the action taken where appropriate (Annex 2).

#### **4.0 REPORT DETAILS**

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

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**Customer Service and Benefits Manager**

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#### **Background Papers:**

RDC Complaints Procedure

**Background Papers are available for inspection at:**

[http://www.ryedale.gov.uk/council\\_and\\_democracy/corporate\\_complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)