

SUMMARY OF COMPLAINTS LOG

PERIOD: OCTOBER – DECEMBER 2009

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits		-	
Democratic Services		-	
Development Services	1. Dissatisfaction with new rates values and development decisions.	1	1. Manager failed to respond.
Economic & Community		-	
Facilities & Emergency Planning	2. Dissatisfaction with decision regarding use of spare land.	1	3. Customer advised in writing of decision regarding use of land.
Finance & Revenue Services		-	
Forward Planning		-	

Health & Environment	<ol style="list-style-type: none"> 1. Dissatisfaction regarding treatment of rats. 2. Dissatisfaction with differing information provided by Ryedale District Council and Yorkshire Housing Association. 3. Dissatisfaction with lack of action against pollution. 	3	<ol style="list-style-type: none"> 1. Manager discussed treatment undertaken with officer concerned and contacted customer. 2. Manager investigated and found communication breakdown. Customer advised in writing and Yorkshire Housing Association advised. 3. Customer of advised of all actions to date and intended actions.
Housing Services		-	
Human Resources		-	
ICT Services		-	
Legal		-	

Streetscene Services	<ol style="list-style-type: none"> 1. Dissatisfaction with servicing of car parks. 2. Dissatisfaction with car park signage. 3. Dissatisfaction with missed recycling collection. 	3	<ol style="list-style-type: none"> 1. Manager investigated and reminded staff to be aware of positioning vehicles whilst servicing car parks and letter of apology sent to customer. 2. Manager investigated and advised customer in writing of findings. 3. Manager investigated and arrangements made for recycling to be collected. Letter of explanation and apologies sent to customer.
Transformation		-	
TOTAL		8	