



REPORT TO: OVERVIEW & SCRUTINY COMMITTEE

DATE: 02 JULY 2009

REPORTING OFFICER: CUSTOMER SERVICE & 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 January - March 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 1**).

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

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
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