

SUMMARY OF COMPLAINTS LOG

PERIOD: JANUARY – MARCH 2009

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits		-	
Democratic Services		-	
Development Services		-	
Economic & Community	1. Dissatisfaction with noise levels during paving work impacting on business.	1	1. Liaised with complainant and contractor to find alternative working solution.
Facilities & Emergency Planning	1. None payment of invoices for facilities audit.	1	1. Immediate payment of invoice and apology
Finance & Revenue Services	1. Dissatisfaction with service received regarding court proceedings.	1	1. Letter of apology sent to complainant and matter addressed with member of staff
Forward Planning		-	
Health & Environment	1. Lack of action regarding noise control.	1	1. Letter to complainant, matter addressed & situation currently being monitored and no further complaints been received.

Housing Services		-	
Human Resources		-	
ICT Services		-	
Legal		-	

Streetscene Services	<ol style="list-style-type: none"> 1. Debris left on road. 2. Debris on A170. 3. Debris in Norton. 4. Debris in Sherburn. 5. Damage to complainant's grass during refuse collection. 6. Missed refuse collection at complainant's property. 7. Missed refuse collection at West Heselton. 8. Missed refuse collection at Thixendale due to bad weather. 9. Accident involving car park sign at Cleveland way car park. 10. Dissatisfaction with recycling not being collected. 	10	<ol style="list-style-type: none"> 1. Mechanical sweep of area to clear debris. 2. Litter pick of area. 3. Assessment of area carried out and currently being monitored. 4. Mechanical sweep of area to clear debris. 5. Apology and compensation provided to complainant. 6. Schedule put in place and collection currently being monitored. 7. Waste collected. 8. Waste collected when weather permitted. 9. Relocation of sign. 10. Letter to complainant clarifying collection point.
Transformation		-	
TOTAL		14	