

Complaints Q1 2016-17

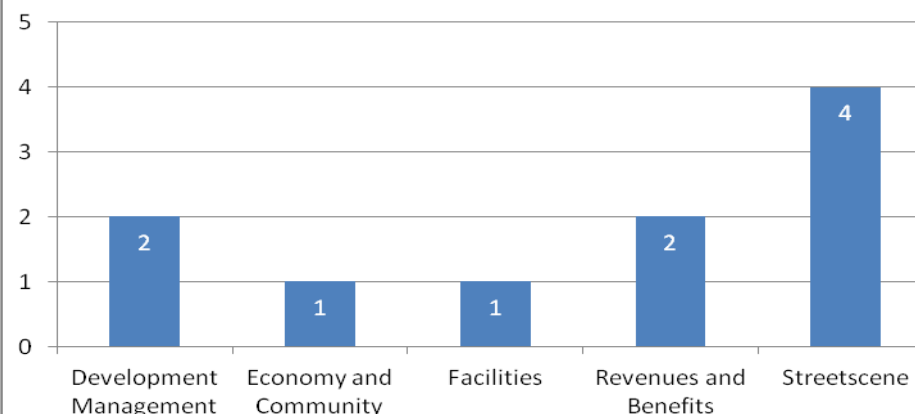
Generated on: 28 July 2016

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 1
- Delays in responding or complaints about the administrative process = 3
- Dissatisfaction with the way Council policies are carried out = 4
- Failure to provide a service = 2

Complaints by Service Unit



Development Management (DM)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with response to complaint	Delays in responding or complaints about the administrative process	Explanation Given		Pickering West	Formal complaint	02-Jun-2016	07-Jun-2016	2
Dissatisfaction with enforcement action timescale	Delays in responding or complaints about the administrative process	Explanation Given		Sheriff Hutton	Formal complaint	14-Jun-2016	17-Jun-2016	

Economy & Community (EC)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Handling of complaint re cutting of hedgerow	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton East	Initial complaint	17-Jun-2016	22-Jun-2016	1

Facilities (FE)	
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Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Complaint re disabled parking at RDC	Failure to provide a service	Explanation Given		Not given	Initial complaint	07-Jun-2016	07-Jun-2016	1

Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax Repayment	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ampleforth	Initial complaint	08-Apr-2016	13-Apr-2016	2
Council Tax Collection	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	15-Apr-2016	19-Apr-2016	

Streetscene (SS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Inconsistent Waste Collection	Failure to provide a service	Explanation Given		Pickering East	Formal complaint	29-Apr-2016	04-May-2016	4
Dissatisfaction with household waste facilities (refuse bin)	Dissatisfaction with the way Council policies are carried out	Explanation Given		Not given	Formal complaint	04-May-2016	09-May-2016	
Complaint in relation to the driving of a refuse vehicle	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Not given	Initial complaint	24-May-2016	24-May-2016	
Dissatisfaction with waste disposal facilities and costs	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton East	Initial complaint	31-May-2016	14-Jun-2016	
TOTAL								10