

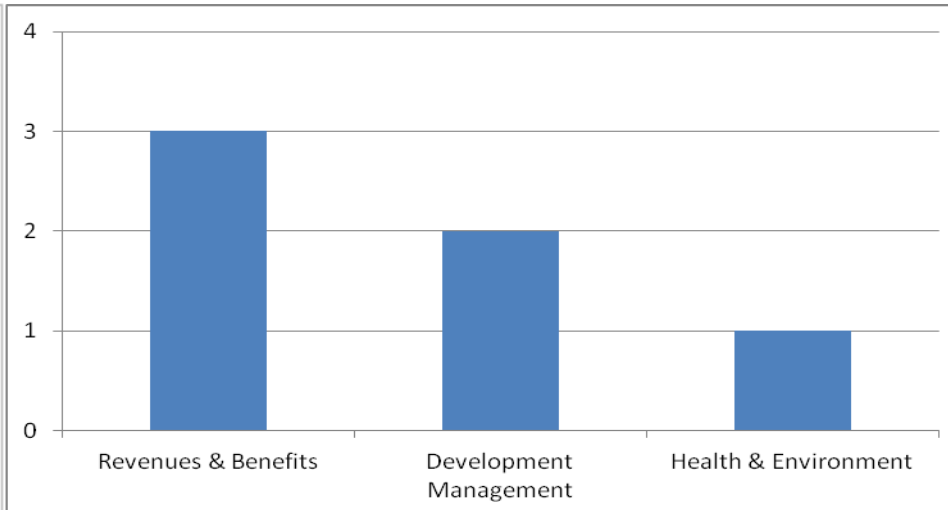
Complaints Q3 2016-17

Generated on: 23 January 2017

Complaint Type Description



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



Development Management (DM)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Failure to respond to customer satisfaction survey re planning application	Delays in responding or complaints about the administrative process	Explanation Given		Norton West	Formal complaint	18-Nov-2016	02-Dec-2016	2
Planning process planning	Failure to achieve standards of service	Explanation Given		Hovingham	Complaint escalated to Ombudsman	12-Dec-2016		

Health & Environment (HE)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Ryedale Swimming Pool Pickering	Failure to achieve standards of service	Explanation Given		Pickering East	Initial complaint	08-Nov-2016	10-Nov-2016	1

Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Housing Benefit Claim	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton West	Initial complaint	03-Oct-2016	04-Oct-2016	3
Benefits Appeal	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Norton East	Initial complaint	07-Nov-2016	16-Nov-2016	
Overpayment of Housing Benefit	Delays in responding or complaints about the administrative process	Process Review			Formal complaint	22-Dec-2016	12-Jan-2017	

TOTAL**6**