

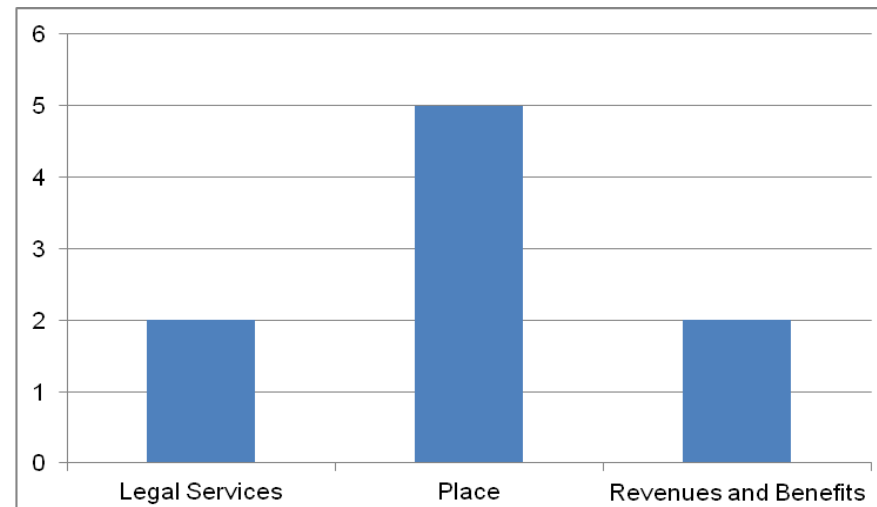
Complaints Q4 2016-17

Generated on: 13 June 2017

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 2
- Delays in responding or complaints about the administrative process = 1
- Dissatisfaction with the way Council policies are carried out = 4
- No Value = 2



Legal Services (LS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Town Councillor's use of social media		No Action Required		Amotherby	Initial complaint	27-Feb-2017	09-Mar-2017	2
Town Councillor's use of social media		No Action Required		Pickering East	Initial complaint	09-Mar-2017	09-Mar-2017	

Place

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Planning Application Number 16/00009/FUL	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ryedale South West	Initial complaint	17-Jan-2017	18-Jan-2017	

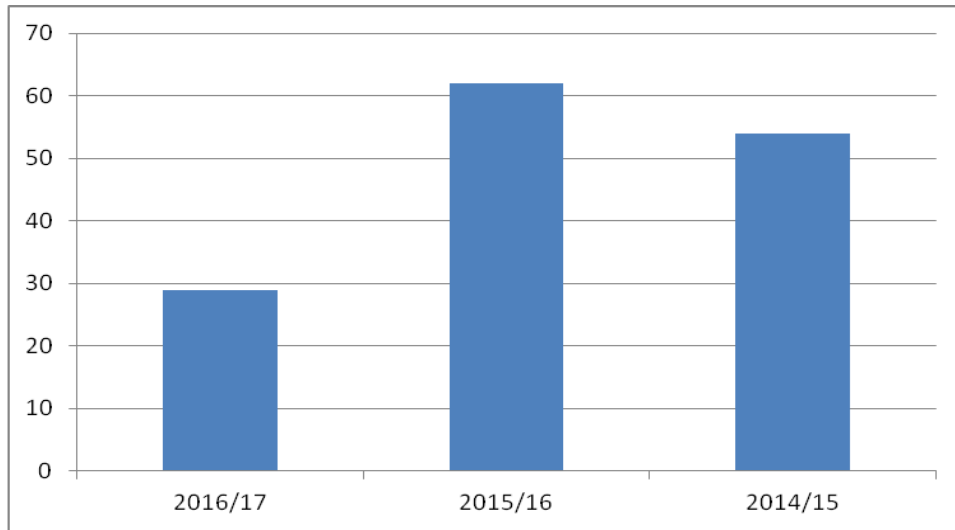
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Failure to respond to customer satisfaction survey re planning application 16/00721/HOUSE	Delays in responding or complaints about the administrative process	Explanation Given		Norton West	Complaint escalated to Ombudsman	31-Jan-2017	31-Jan-2017	5
Planning Enforcement Notice Appeal	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Ryedale South West	Formal complaint	17-Feb-2017	10-Mar-2017	
Planning Reference 16/01165/73A	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Cropton	Initial complaint	13-Mar-2017	22-Mar-2017	
Enforcement Notices	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	16-Mar-2017	30-Mar-2017	

Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax Arrears	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Formal complaint	03-Feb-2017	07-Feb-2017	2
Empty rates exemption	Dissatisfaction with the way Council policies are carried out	No Action Required		Malton	Formal complaint	24-Feb-2017	24-Feb-2017	
							TOTAL	9

Complaint Analysis

Number of corporate complaints received



Year	Number of Complaints
2016/17	29
2015/16	62
2014/15	54

2016/17

Department	2016/17 complaints	Average response time (days)	Completed within 5 working days
Revenues and Benefits	6	5.14	33.3%
Development Management/Place	11	4.72	27.3%
Economy and Community	1	2	100%
Facilities	2	2.5	100%
Health and Environment	2	4	100%
Legal Services	2	5	50%
Streetscene	5	4	75%
	29	3.91 days	

2015/16

Department	2015/16 complaints	Average response time (days)	Completed within 5 working days
Access to Services	6	3.16	100%
Revenues and Benefits	12	5.08	83%
Development Management/Place	12	4.83	67%
Democratic Services	6	3.17	100%
Facilities	3	8.67	33%
Health and Environment	3	6.3	67%
Housing Services	3	6.7	33%
Human Resources	2	4	100%
ICT	1	1	100%
Legal Services	4	13.75	25%
Streetscene	10	3.8	90%
	62	5.50 days	