

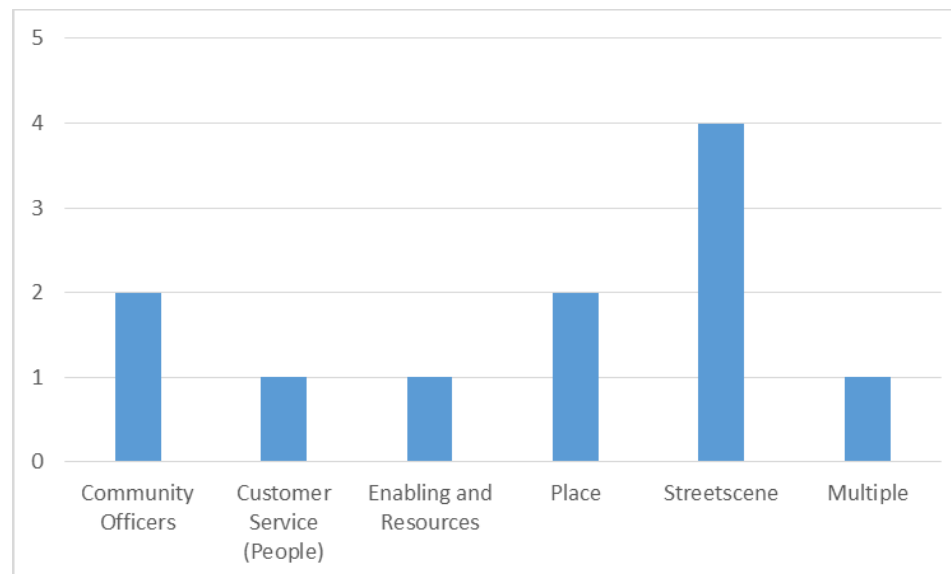
Complaints Q3 2017-18

Generated on: 10 January 2018

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 1
- Dissatisfaction with the way Council policies are carried out = 3
- Failure to achieve standards of service = 2 ● Failure to provide a service = 5



Community Officers

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Welcome to Yorkshire	Failure to provide a service	Explanation Given		Outside area	Initial complaint	05-Oct-2017	11-Oct-2017	2
Advice received	Complaints regarding conduct, attitude and actions of employees	Process Review		Malton	Initial complaint	24-Nov-2017	12-Dec-2017	

Customer Service People								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax complaint	Dissatisfaction with the way Council policies are carried out	Explanation Given		Sherburn	Initial complaint	02-Oct-2017	04-Dec-2017	1

Enabling & Resources (ER)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
The Ropery, Pickering	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering West	Initial complaint	13-Nov-2017	03-Jan-2018	1

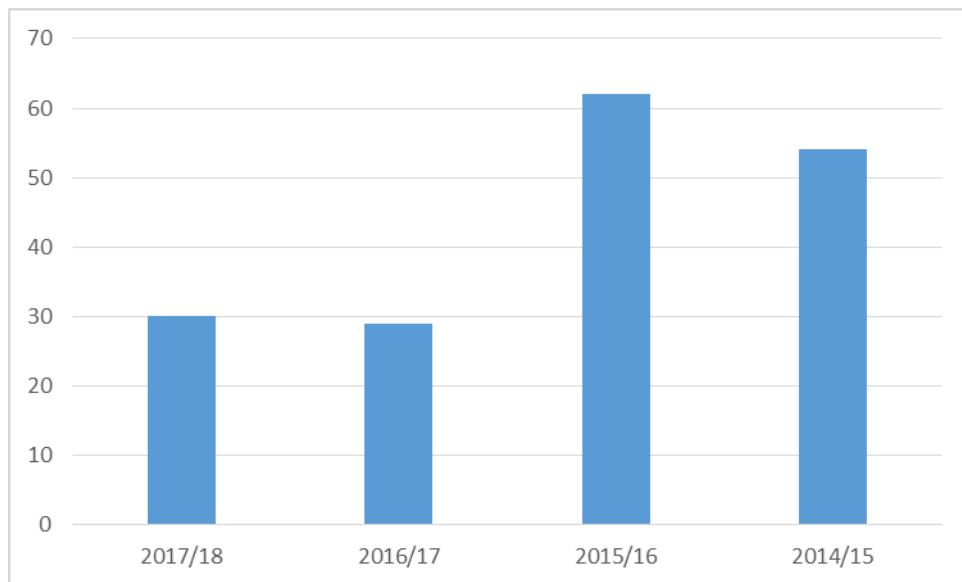
Place								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Planning application 16/01770	Failure to provide a service	Written Apology		Kirkbymoorside	Initial complaint	02-Oct-2017	06-Oct-2017	2
Application 15/00738/73A - 2 Dwellings at Chapel Road/Forker's Lane, Settrington	Failure to achieve standards of service	Explanation Given		Malton	Formal complaint	05-Oct-2017	10-Nov-2017	

Streetscene (SS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Garden Waste Collection (4 The Croft, Nunnington, YO62 5UT)	Failure to provide a service	Explanation Given		Sinnington	Initial complaint	26-Oct-2017	01-Nov-2017	4
Garden Waste collection	Failure to provide a service	Process Review		Sherburn	Formal complaint	27-Oct-2017	30-Nov-2017	
Recycling Waste Collection	Failure to achieve standards of service	Explanation Given		Thornton Dale	Initial complaint	03-Nov-2017	07-Nov-2017	
Refuse Collection	Dissatisfaction with the way Council policies are carried out	Explanation Given		Wolds	Formal complaint	12-Dec-2017	02-Jan-2018	

Multiple service areas	
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2	2
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7	7
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Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Complaint	Failure to provide a service	Explanation Given and Written apology		Norton East	Initial complaint	10-Oct-2017	27-Oct-2017	1
							TOTAL	11

Number of corporate complaints received (As of 31/12/2017)



Year	Number of Complaints
2017/18 (as of 31/12/17)	30
2016/17	29
2015/16	62
2014/15	54

2017/18 (As of 31/12/2017)

Department	2017/18 complaints	Completed within 5 working days
Customer Services	5	50%
Place Team	8	33%
Streetscene	10	83%
Community Team	3	100%
Facilities	2	50%
Resources and Enabling	1	0%
Multiple service areas	1	0%
	30	

2016/17

Department	2017/18 complaints	Completed within 5 working days
Revenues and Benefits	6	33.3%
Development Management/Place	11	27.3%
Economy and Community	1	100%
Facilities	2	100%
Health and Environment	2	100%
Legal Services	2	50%
Streetscene	5	75%
	29	

2015/16

Department	2015/16 complaints	Completed within 5 working days
Access to Services	6	100%
Revenues and Benefits	12	83%
Development Management/Place	12	67%
Democratic Services	6	100%
Facilities	3	33%
Health and Environment	3	67%
Housing Services	3	33%
Human Resources	2	100%
ICT	1	100%
Legal Services	4	25%
Streetscene	10	90%
	62	