

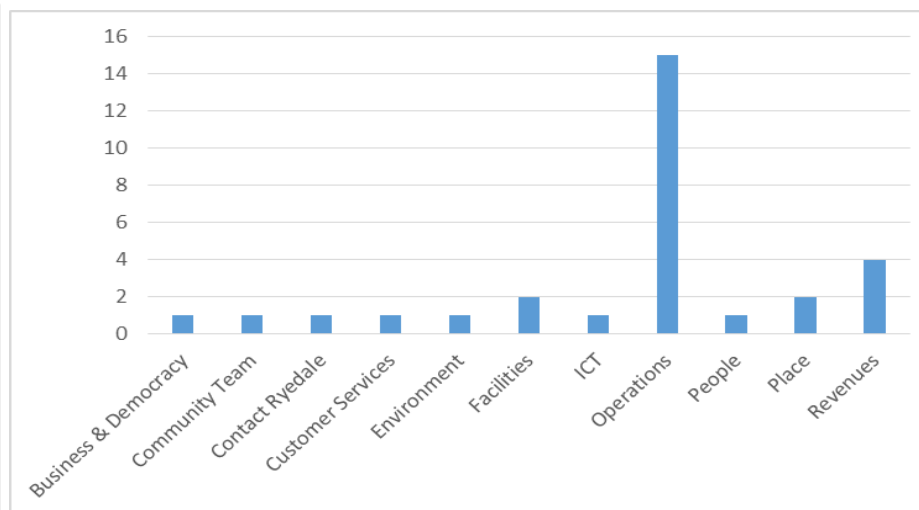
Complaints Q2 2018-19

Generated on: 07 November 2018

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 4
- Delays in responding or complaints about the administrative process = 2
- Dissatisfaction with the way Council policies are carried out = 9
- Failure to achieve standards of service = 8
- Failure to provide a service = 7



Community Team

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Motorcycle parking charges in Helmsley Market Square	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	07-Aug-2018	07-Aug-2018	1

Contact Ryedale

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Contact Ryedale service	Failure to achieve standards of service	Specific Action		Out of area	Initial complaint	23-Jul-2018	02-Aug-2018	1

Business & Democracy								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Visit regarding Household Canvass of Electors form	Complaints regarding conduct, attitude and actions of employees	Written Apology		Pickering East	Initial complaint	26-Sep-2018	09-Oct-2018	1

Environment								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Environmental Health & damp property assessment	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Thornton Dale	Initial complaint	08-Aug-2018	14-Aug-2018	1

Facilities								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Response to problem with parking bollards at Stanley Harrison House	Delays in responding or complaints about the administrative process	Explanation Given		Norton West	Initial complaint	09-Aug-2018	20-Aug-2018	2
Cold water in public toilets at The Ropery car park, Pickering	Failure to achieve standards of service	Explanation Given		Pickering West	Initial complaint	14-Aug-2018	16-Aug-2018	

ICT								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Problems with telephone system	Failure to achieve standards of service	Written Apology		None Given	Initial complaint	26-Jul-2018	06-Aug-2018	1

Operations								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Litter and broken glass at recycling bins at Eastgate Car Park, Pickering	Failure to achieve standards of service	Explanation Given		Pickering East	Initial complaint	05-Jul-2018	15-Aug-2018	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Non-collection of recycling waste	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Norton West	Initial complaint	26-Jul-2018	02-Aug-2018	15
Waste collection service not completed	Failure to achieve standards of service	Explanation Given		Helmsley	Initial complaint	30-Jul-2018	14-Aug-2018	
Recycling of yoghurt pots and plastic trays	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	08-Aug-2018	15-Aug-2018	
Rubbish not collected	Failure to provide a service	Explanation Given		Ryedale South West	Initial complaint	10-Aug-2018	17-Aug-2018	
Recycling waste not collected	Failure to provide a service	Written Apology		Thornton Dale	Initial complaint	13-Aug-2018	21-Aug-2018	
Garden waste not collected	Failure to provide a service	Explanation Given		Malton	Initial complaint	31-Aug-2018	05-Sep-2018	
Green recycling box not big enough	Dissatisfaction with the way Council policies are carried out	Explanation Given		Derwent	Initial complaint	03-Sep-2018	10-Sep-2018	
No household waste or recycling collections	Failure to provide a service	Written Apology		Kirkbymoorside	Initial complaint	04-Sep-2018	06-Sep-2018	
Non collection of garden waste	Failure to provide a service	Explanation Given		Norton East	Initial complaint	04-Sep-2018	07-Sep-2018	
Chancery Lane litter bin	Failure to provide a service	Explanation Given		Malton	Initial complaint	04-Sep-2018	10-Sep-2018	
Carton recycling at Helmsley car park full	Failure to provide a service	Process Review		Helmsley	Initial complaint	05-Sep-2018	05-Sep-2018	
Staff complaint	Complaints regarding conduct, attitude and actions of employees	Specific Action		Thornton Dale	Initial complaint	07-Sep-2018	21-Sep-2018	
Extra bin liner not taken from household waste collection	Dissatisfaction with the way Council policies are carried out	Explanation Given		Sinnington	Initial complaint	14-Sep-2018	21-Sep-2018	
Missed garden waste collection	Failure to achieve standards of service	Verbal Apology		Malton	Initial complaint	14-Sep-2018	21-Sep-2018	

Place

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Lack of response to planning enquiry	Delays in responding or complaints about the administrative process	Specific Action		Sherburn	Formal complaint	11-Jul-2018	15-Aug-2018	2
Planning Consent and application process	Dissatisfaction with the way Council policies are carried out	Explanation Given		Amotherby	Initial complaint	12-Sep-2018	19-Sep-2018	

Revenues	
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Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Process of business rates removal	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering East	Initial complaint	06-Jul-2018	13-Jul-2018	4
Rating List Query	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering East	Initial complaint	05-Jul-2018	10-Aug-2018	
Customer Dissatisfaction with service	Failure to achieve standards of service	Explanation Given		None Given	Initial complaint	31-Jul-2018	01-Aug-2018	
Dissatisfaction with service	Failure to achieve standards of service	Explanation Given		Pickering West	Initial complaint	03-Sep-2018	05-Sep-2018	

Customer Services	
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Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Charging for disabled parking bay	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	23-Aug-2018	23-Aug-2018	1

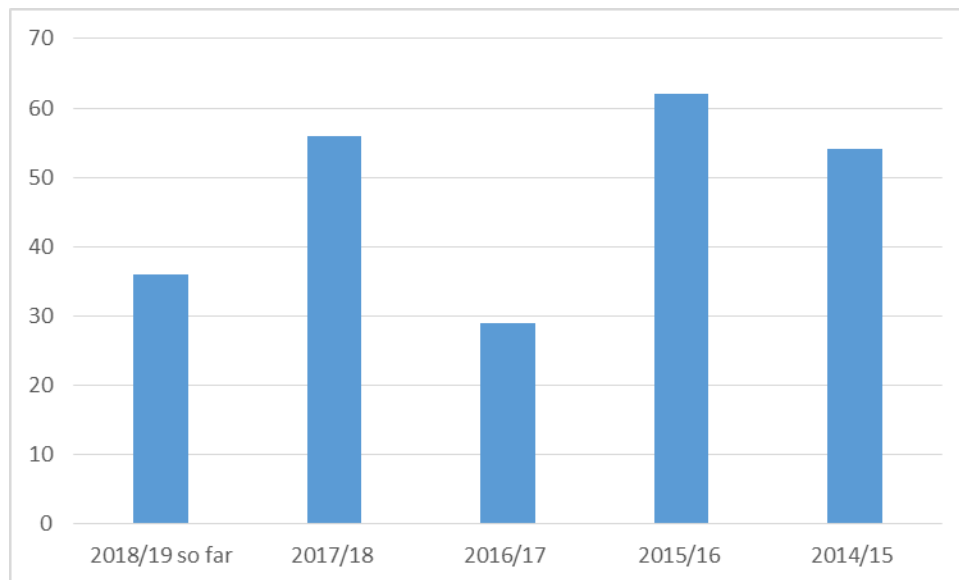
People

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Access to private documents	Dissatisfaction with the way Council policies are carried out	Explanation Given		Out of area	Initial complaint	13-Sep-2018	31-Oct-2018	1

30

30

Number of corporate complaints received (As of 30/09/2018)



Year	Number of Complaints
2018/19 as of 30/09/18	36
2017/18	56
2016/17	29
2015/16	62
2014/15	54

2018/19

Department	2018/19 complaints to 30/09/18	Completed within 5 working days
Business and Democracy	1	0%
Community Officers	2	100%
Contact Ryedale	1	0%
Customer Services	1	100%
Facilities	3	33.3%
Environment	2	50%
ICT	1	0%
People	2	0%
Place	4	50%
Operations	15	73.3%
Revenues	4	75%
TOTAL	36	

2017/18

Department	2017/18 complaints	Completed within 5 working days
Customer Services	6	50%
Place Team	12	33%
People Team	5	60%
Streetscene	18	83%
Community Team	3	100%
Facilities	2	50%
Resources and Enabling	4	0%
Multiple service areas	1	0%
Confidential	1	100%
Environment	4	100%
TOTAL	56	

2016/17

Department	2016/17 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%
TOTAL	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	

