



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 8 JULY 2010

REPORT OF THE: CUSTOMER SERVICES AND BENEFITS MANAGER
ANGELA WOOD

TITLE OF REPORT: CUSTOMER COMPLAINTS RECEIVED QUARTER 4

WARDS AFFECTED: ALL

1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period January – March 2010.

2.0 RECOMMENDATION

2.1 It is recommended that members receive the quarter 4 report.

3.0 BACKGROUND AND INTRODUCTION

3.1 This report includes complaints monitored under individual service complaints systems (Annex A).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period January – March 2010 together with the action taken where appropriate (Annex B).

4.0 REPORT DETAILS

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

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Background Papers:
RDC Complaints Procedure

Background Papers are available for inspection at:
[http://www.ryedale.gov.uk/council and democracy/corporate complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)