

SUMMARY OF COMPLAINTS LOG

PERIOD: JANUARY – MARCH 2010

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	<ol style="list-style-type: none"> 1. Dis satisfaction with incorrect information within letters. 2. Dis satisfaction with unprofessional and inconsiderate staff. 3. Request for complaints procedures. 4. Dis satisfaction with benefit decision and timeliness of appeal. 	4	<ol style="list-style-type: none"> 1. Letter of apology sent to customer and fault on system addressed. 2. Letter sent to customer outlining what action had taken on their benefit claim and that no fault on part of staff. 3. Copy of complaints procedure sent to customer and offer to provide further assistance. 4. Letter sent to customer outlining what action had been taken on benefit claim and an apology for length of time taken to process appeal. Appeal processed and customer notified of outcome.
Democratic Services		0	

Development Services	<ol style="list-style-type: none"> 1. Dissatisfaction with Planning committee decision. 2. Dissatisfaction with lack of communication regarding inquiry. 3. Dissatisfaction with lack of communication regarding Inquiry. 4. Dissatisfaction with attitude/behaviour of staff. 5. Dissatisfaction with Planning application process. 	5	<ol style="list-style-type: none"> 1. Letter sent with including full details of Committee decision. 2. Letter sent to customer explaining situation. 3. Letter sent to customer explaining situation. 4. Letter of apology sent to customer with advise on how to access a query online. 5. Letter sent to customer informing them of planning process.
Economic & Community		0	
Facilities & Emergency Planning		0	
Finance & Revenue Services	<ol style="list-style-type: none"> 1. Dissatisfaction with attitude of staff member. 2. Dissatisfaction as letters received and envelopes not sealed. 	2	<ol style="list-style-type: none"> 1. Issue addressed with staff member and letter of apology sent to customer. 2. Folding & Inserting machine serviced and letter of apology sent to customer.
Forward Planning		0	

Health & Environment	1. Dissatisfaction with maintenance at Ryedale pool.	1	1. Maintenance addressed and letter sent to customer advising of action taken.
Housing Services		0	
Human Resources		0	
ICT Services		0	
Legal		0	

Streetscene Services	<ol style="list-style-type: none"> 1. Dis satisfaction with excess charge when pay and display machine not working. 2. Dis satisfaction with lack of waste collection during severe weather. 3. Dis satisfaction with missed refuse collection, removal of extra bin and litter on A170. 4. Dis satisfaction with repeated missed refuse collection. 5. Dis satisfaction with parking of motorcycles and charges. 6. Dis satisfaction with missed collection of extra bin on A170. 7. Dis satisfaction with missed recycling collection. 8. Dis satisfaction with missed waste collections. 9. Dis satisfaction with litter in the Norton college area. 10. Dis satisfaction with lack of recycling provision. 	10	<ol style="list-style-type: none"> 1. Letter sent to customer advising that information available to use other machines. 2. Letter sent to customer explaining severe weather policy. 3. Letter sent to customer explaining 2nd bin policy, action on street and cleaning schedules. 4. Letter sent to customer on investigation into missing collections. 5. Letter sent explaining charging policy. 6. Acknowledgement letter sent and contact to be arranged to resolve issue. 7. Letter of apology sent to customer explaining the impact and arrangements during severe weather conditions and arrangements made to collect recycling. 8. Letter of apology sent to customer explaining the impact and arrangements during severe weather conditions and arrangements made to collect recycling. 9. Letter of apology sent to customer detailing current action been taken. 10. Letter of apology sent to customer detailing the recycling situation and charges for trade customers.
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Transformation		0	
TOTAL		22	