

SUMMARY OF COMPLAINTS LOG

PERIOD: APRIL – JUNE 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. Delays in processing Housing Benefit. 2. Benefit had been stopped. 3. Information not readily available at reception and on RDC website. 	3	<ol style="list-style-type: none"> 1. Letter sent to customer outlining process followed and explaining reasons for the delay were not due to RDC. 2. Letter sent to customer advising explaining why benefit stopped and requesting customer provides information required. 3. Letter sent to customer enclosing requested information. Staff and customer advised where information could be found on website.
Democratic Services	<ol style="list-style-type: none"> 1. Lack of personal notification of regarding election. 2. Lack of signage and low level polling booth. 3. Issue relating to statutory deadlines for postal votes 	3	<ol style="list-style-type: none"> 1. Letter sent to customer explaining action taken and referring them to the Ministry of Justice. 2. Letter sent to customer advising that appropriate signage was in place and a low level booth was available. 3. Letter sent to customer referring them to the Ministry of Justice.

Development Services	1. Planning approval process and subsequent approval of an application.	1	1. Letter sent to customer explaining process.
Economic & Community	2. Anti social behaviour at Bridge House. 3. Charging of Commission taken at Tourist Information Centres.	2	1. Letter sent to customer explaining situation and actions to date and meeting held with customer and Corporate Director. Multi agency problem solving exercise instigated. 2. Investigation took place and letter sent to customer advising this national standard practice and notification in place.
Facilities & Emergency Planning		0	
Finance & Revenue Services	1. Change in direct debit payments.	1	1. Letter of apology sent explaining reason for change and problem currently being addressed.
Forward Planning	1. The stop of work on footpaths undertaken by NYCC.	1	1. Letter sent to customer outlining action and involvement to date.
Health & Environment	1. Officers demanding access during investigation to odour. 2. Officers demanding access during investigation to odour.	2	1. Complaint investigated and letter sent to customer explaining no evidence that officers acted unprofessionally. 2. Complaint investigated and letter sent to customer explaining no evidence that officers acted unprofessionally.
Housing Services	1. Objection to the suggested adaptation and officers' attitude.	1	1. Investigation took place and letter sent to customer explaining reason for suggestion adaptation and no evidence officer behaved unprofessionally.

Human Resources		0	
ICT Services		0	
Legal		0	
Streetscene Services	<ol style="list-style-type: none"> 1. Failure of on line payments. 2. Overheating of hand drier in public toilets. 3. Objection that motorcyclists are charged for parking. 	3	<ol style="list-style-type: none"> 1. Letter sent to customer explaining customers input error however more robust checking procedures to take place in future. 2. Driers checked and found to be ok letter sent to customer explaining action and outcome. 3. Letter sent to customer outlining Council policy in relation to parking charges.
Transformation		0	
TOTAL		17	