

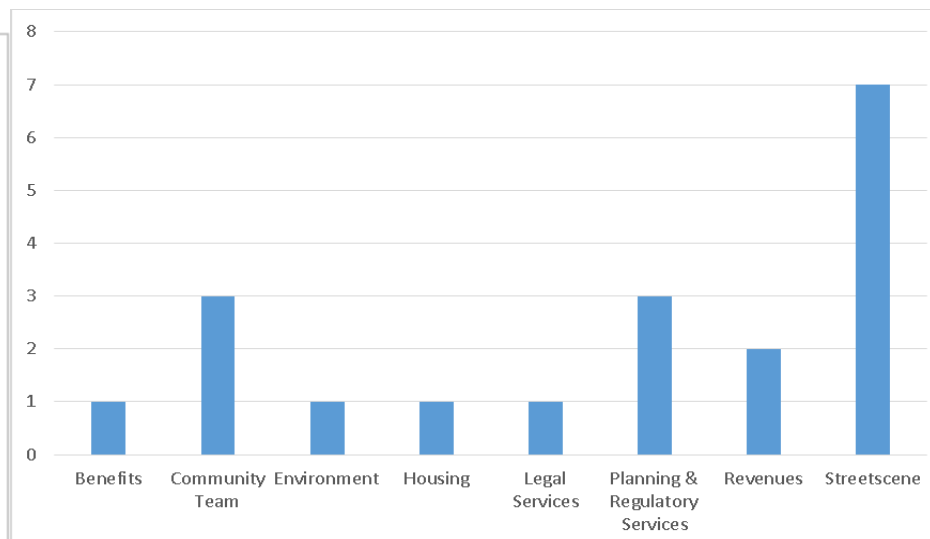
Complaints Q2 2019-20

Generated on: 02 October 2019

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 3
- Dissatisfaction with the way Council policies are carried out = 8
- Failure to achieve standards of service = 2
- Failure to fulfil statutory responsibilities = 2
- Failure to provide a service = 1



Benefits								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Benefits application processing error	Dissatisfaction with the way Council policies are carried out	Written apology and Explanation Given		Malton	Initial complaint	25-Jul-2019	31-Jul-2019	1

Community Team								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Clearance of materials	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Thornton Dale	Initial complaint	22-Jul-2019	25-Jul-2019	3

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Pickering Market Traders	Dissatisfaction with the way Council policies are carried out	Written apology and Explanation Given		Pickering East	Initial complaint	13-Aug-2019	16-Aug-2019	
Allotment Licence	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton West	Initial complaint	14-Aug-2019	20-Aug-2019	

Environment

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Nuisance noise	Failure to fulfil statutory responsibilities	Explanation Given at Stage 1		Dales	Formal complaint	13-Aug-2019	Stage 2 investigation ongoing	1

Housing

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Warm Homes Fund - Gas Connection	Dissatisfaction with the way Council policies are carried out	Explanation Given	Further options outlined	Malton	Formal complaint	01-Jul-2019	07-Aug-2019	1

Legal Services

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Proof of Life Identity	Dissatisfaction with the way Council policies are carried out	Explanation Given	Directed to other organisations providing proof of life certification	Cropton	Initial complaint	24-Sep-2019	24-Sep-2019	1

Planning and Regulatory Services

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Sensitive information disclosed as part of planning process	Delays in responding or complaints about the administrative process	Investigation carried out and no evidence found		Derwent	Initial complaint	24-Jul-2019	09-Aug-2019	3
Planning case	Failure to fulfil statutory	Explanation Given		Cropton	Initial complaint	05-Aug-2019	30-Aug-2019	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
	responsibilities							
Planning Application process	Dissatisfaction with the way Council policies are carried out	Explanation Given		Derwent	Initial complaint	09-Sep-2019	09-Sep-2019	

Revenues

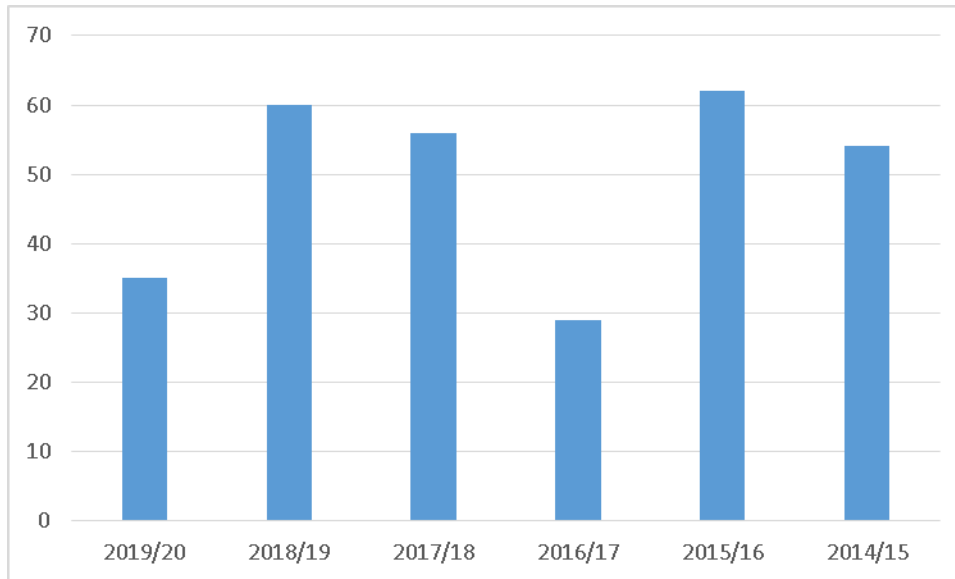
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Incorrect information on account	Dissatisfaction with the way Council policies are carried out	Explanation Given		Wolds	Initial complaint	15-Jul-2019	16-Jul-2019	2
Council Tax Error	Dissatisfaction with the way Council policies are carried out	Explanation Given	Extended repayment plan put in place	Pickering West	Initial complaint	26-Jul-2019	26-Jul-2019	

Streetscene

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Recycling and Assisted Collection	Delays in responding or complaints about the administrative process	Explanation Given		Malton	Initial complaint	18-Jul-2019	22-Jul-2019	7
Incident on Church Street, Norton	Complaints regarding conduct, attitude and actions of employees	Written Apology	Offer made to meet with complainant	Norton West	Initial complaint	26-Jul-2019	08-Aug-2019	
Rosedale Abbey Public Toilets	Failure to achieve standards of service	Apology and Explanation Given	To feed into review of WC facilities	Dales	Initial complaint	06-Aug-2019	08-Aug-2019	
Ropery Walk Toilets	Failure to achieve standards of service	Explanation Given	To feed into review of WC facilities	Pickering West	Initial complaint	12-Aug-2019	12-Aug-2019	
Waste collection in Sheriff Hutton	Complaints regarding conduct, attitude and actions of employees	Written Apology	Options to remedy situation considered and crews briefed to avoid reoccurrence	Sheriff Hutton	Initial complaint	15-Aug-2019	20-Aug-2019	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Hedgerow Maintenance	Failure to provide a service	Explanation Given	Maintenance schedule now in place	Pickering East	Initial complaint	16-Sep-2019	20-Sep-2019	
New waste bin and recycling equipment	Delays in responding or complaints about the administrative process	Explanation Given	Equipment delivered	Malton	Initial complaint	24-Sep-2019	30-Sep-2019	
							TOTAL	19

Number of customer complaints received (up to 30/09/2019)



Year	Number of Complaints
2019/20 (up to 30/09/19)	35
2018/19	60
2017/18	56
2016/17	29
2015/16	62
2014/15	54

2019/20 year to date (up to 30/09/2019)

Department	2019/20 complaints	Completed within 5 working days
Benefits	1	100%
Business and Democracy	0	N/A
Community Team	3	100%
Customer Services	1	100%
Environment	1	0%
Facilities	0	N/A
Forward Planning	3	100%
Housing	3	0%
Human Resources	0	N/A
ICT	0	N/A
Legal Services	2	50%

Planning	7	14.3%
Revenues	4	100%
Ryecare	0	N/A
Streetscene	10	80%
TOTAL	35	62.86%

2018/19

Department	2018/19 complaints	Completed within 5 working days
Business and Democracy	1	100%
Community Team	4	75%
Ryecare	2	50%
Customer Services	1	100%
Facilities	4	50%
Environment	2	50%
ICT	2	0%
Housing	4	50%
Planning and Regulatory Services	5	60%
Forward Planning	1	0%
Streetscene	27	70%
Revenues	5	80%
Legal Services	1	0%
Human Resources	1	0%
TOTAL	60	

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	

