

Appendix 2

Lessons learned from complaints received

Complaint	Description	Department	Lessons Learned
Closure of public toilets	Frustration with the closure of the public toilets	Community Team	Explanation that we are trying to strike a delicate balance for our citizens, as some people are asking us to keep amenities closed and others are asking us to open our amenities. As a result of feedback received, we have begun to open toilets on market days, as this has been a way we can ensure the health and safety of our citizens and visitors. Assurance given that the feedback has been taken onboard as part of ongoing risk assessments of the public conveniences
Licence for funfair	Questioned why a licence had been given for a funfair to take place with the restrictions on meeting in groups and social distancing.	Environmental Health	Complainant informed that the travelling fun fair did not require a licence to operate and did not receive any type of licence or endorsement from Ryedale District Council. Events of this nature are not strictly prohibited at this moment in time by any Coronavirus Restriction Regulations and can go ahead provided they are conducted in a COVID-19 secure way.
Lack of contact from Ryedale District Council before the closure of the last round of the Collective Switching auction	Resident did not receive notification to register for the latest collective switching auction despite being involved in previous auctions	Housing	Apology given for any distress caused. Choices 4 Energy to notify resident of future auctions

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Ongoing issues with waste and recycling collection	Resident had reported non-collection of bins on three separate occasions since the collection date 1st September. Also, when the bins have been emptied, they have been left next to or in the highway and there is a risk an accident occurring	Streetscene	Site visit to property undertaken and agreed future collection point for waste and recycling. The InCab technology system in vehicles has been updated to this effect. Given the extra waste and circumstances referenced in the complaint, the RDC Commercial Waste service was also suggested as a potential solution.
Vehicle blocking access to property	Driveway blocked so unable to get vehicle in and out of property for an hour.	Streetscene	Apology given. Blocking of access to property was entirely unintentional.