

Examples of Lessons learned from complaints received

Complaints received in Q4 reporting period			
Complaint	Description	Department	Lessons Learned
Policing of closed businesses	Council representative visited hotel property without prior contact to speak about support and advice on business grants scheme and assist with re-opening activity.	Economic Development	Officer reminded of business reopening guidelines and where possible to arrange appointment to visit premises in advance to avoid confusion or misinterpretation of reason for visit
Missed recycling collections	Missed recycling collections on multiple occasions	Streetscene	Instructions issued to collection crew and the incab technology in waste collection vehicles updated to ensure property is not missed again. Also the process for updating the incab system was reviewed. Offer made for staff member to visit property to talk through issues and agree long-term solution.
Lessons learnt from complaints received in Q1, Q2, and Q3.			
Behaviour and attitude of refuse lorry crew	Refuse lorry not reversing down a narrow lane to allow oncoming traffic past and the driver refusing to reverse when asked to by a member of the public.	Streetscene	CCTV footage reviewed and collection crew involved spoken to and reminded of the importance of ensuring they are considerate in their actions to other road users.

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Behaviour of enforcement agents	Allegations of aggressive behaviour from the enforcement agent working on behalf of the council to seek debt repayment.	Revenues and Benefits	Allegations taken up with the enforcement agent to ensure high standards of customer service achieved. Offer made to customer to create a repayment plan to pay off the outstanding debt. Directed to information on the Council Tax Support Scheme and the Exceptional Hardship schemes run by the council, and signposted to the Citizen's Advice Bureau. Following this complaint, information available to the public via the council website was also reviewed.
Lack of planning enforcement activity	Following reporting to the council a breach of a planning condition, following alleged activity and associated noise on site in breach of specified working times, no acknowledgement was received.	Planning and Regulatory Services	Process review for acknowledging receipt of enforcement complaints undertaken. Investigations into the alleged breaches had been undertaken, and a site visit made to reinforce this to the developers and reiterate the agreed conditions.
Non-compliance of hairdressers with the Covid-19 regulations	Businesses not abiding by Guidance issued by central government in relation to the use of Personal Protective Equipment (PPE) in relation to providers of 'close contact' services and perceived lack of action from the council to rectify this.	Environmental Health	No formal enforcement action could be taken at the time of the complaint as the guidance issued by Government had not been passed into law. Following receipt of the complaint, further site visits were conducted to reassure the complainant.

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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 the 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.