

Quarter Three Corporate Complaints and Compliments Report

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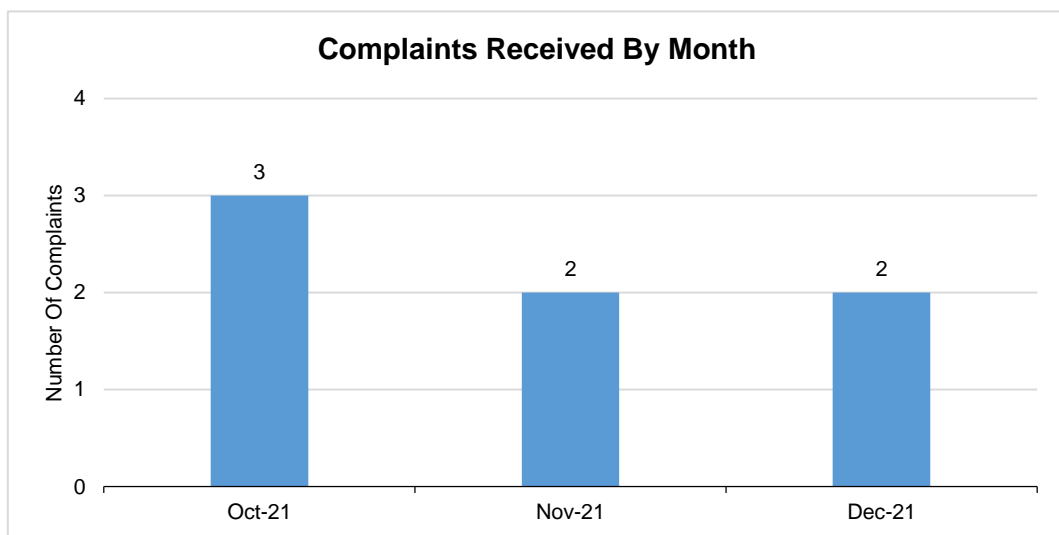
The report below provides an overview of the corporate complaints and compliments received in quarter three from 1 October 2021 to 31 December 2021. Within this period 7 complaints were received and 28 compliments.

The report is separated into two sections; an overview of the complaints received during this time period, and timescale for response, followed by an overview of the complaint's issues raised by complainants and a summary of complaints received for Quarter three. Followed by an overview of the compliments received during this time period, and compliments by department, followed by an overview of the compliment topic and a summary of compliments received for Quarter three.

OVERVIEW OF ALL COMPLAINTS

Throughout the period of 1 October 2021 to 31 December 2021, 7 corporate complaints were recorded, this is an increase of 3 complaints from quarter two. Quarter three equates to 28% of all complaints for 2021/22 so far.

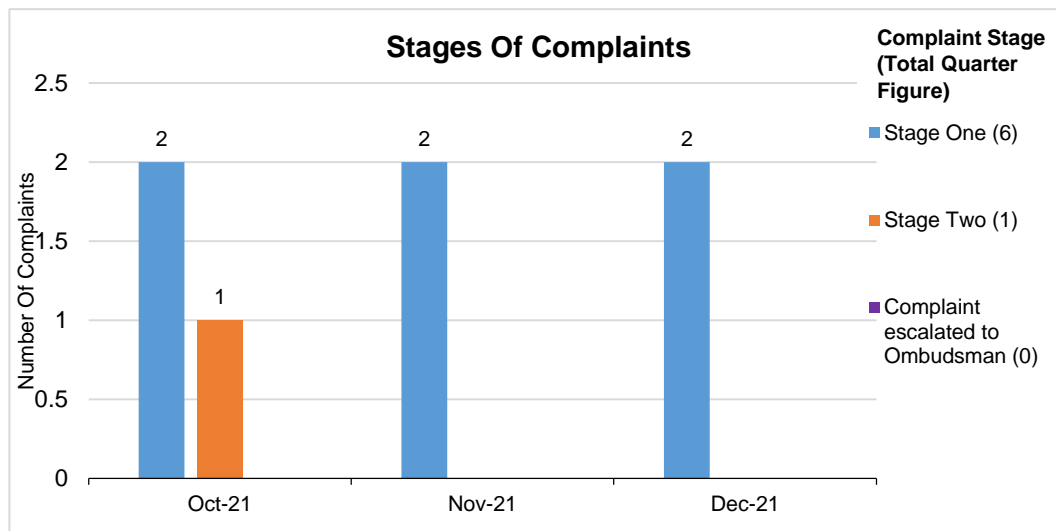
Total Complaints



Complaint Stages

In quarter three, six out of the seven complaints received have been dealt with under the Stage 1 process, this equates to 86% of all Q3 complaints. One Q3 complaint progressed to Stage 2.

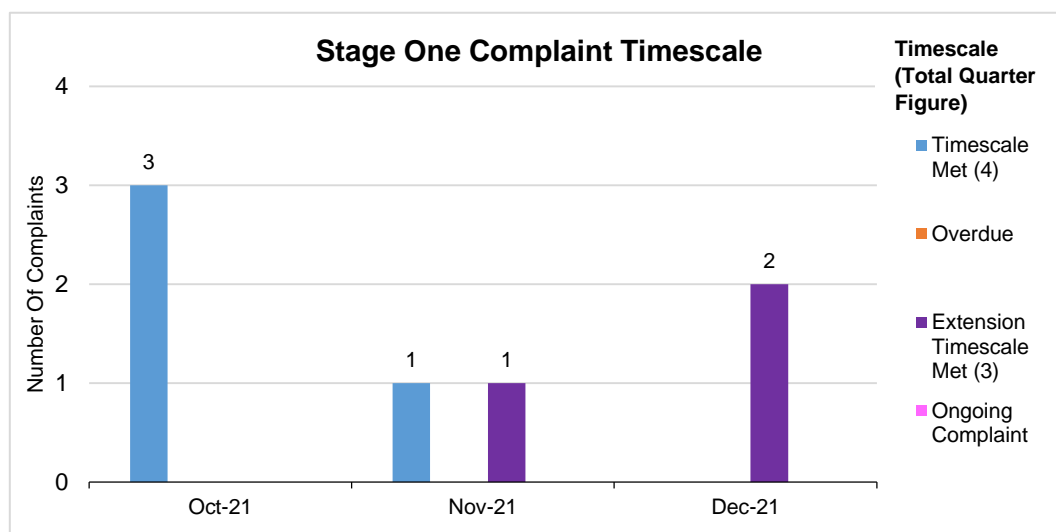
Please note the month that the complaint is logged in is based on the date it was received at Stage 1, it is not be the month that the complaint was progressed to stage 2.



Timescales

Stage 1 Complaint Timescales

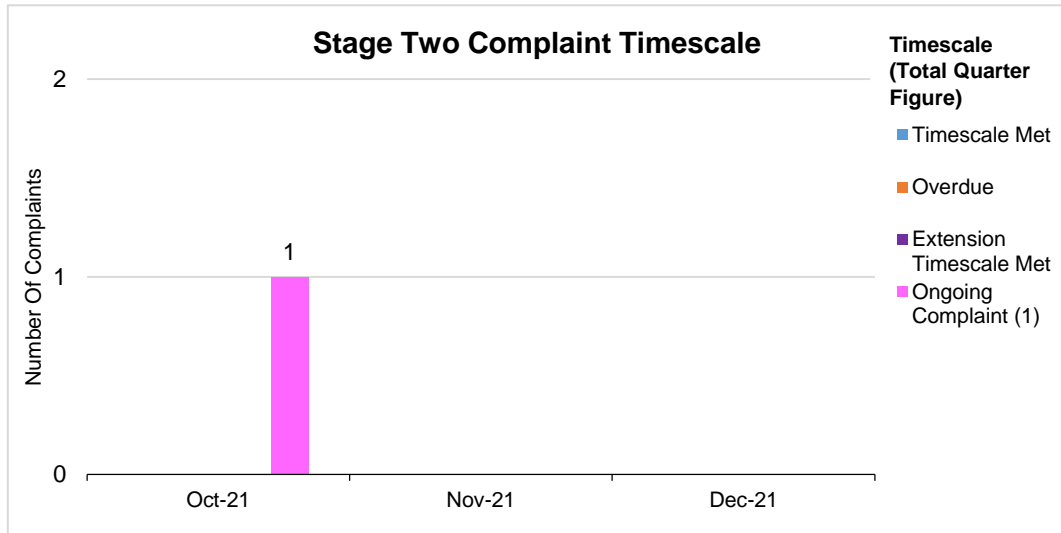
Within the period of October 2021 – December 2021, three stage 1 complaints received an extension to the stage 1, 10 day timescale. One extension was due to the complexity of the case, another extension was due to unavailability of key responders to aid with the enquiry and further investigation was needed to produce the complaint response. The final complaint was extended because further information was required from the complainant. In total 100% of Stage 1 complaints met their agreed timescale.



Stage Two Complaint Timescales

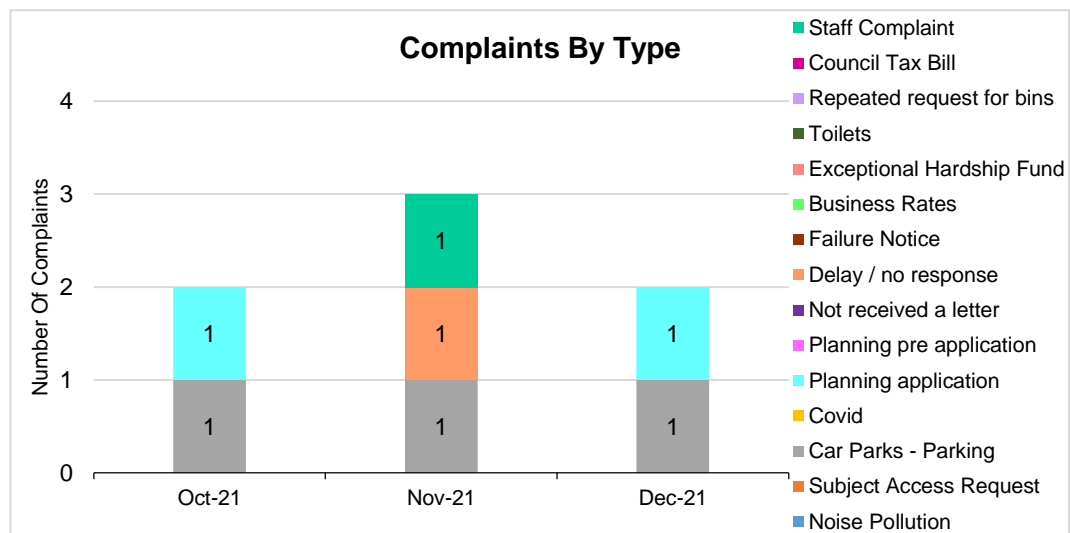
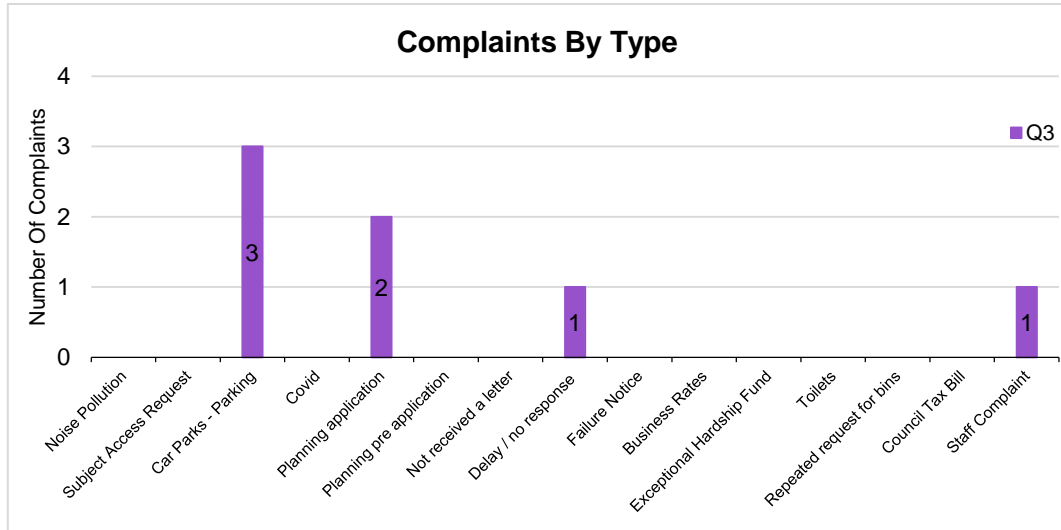
Within the period of October 2021 – December 2021, one Stage 2 complaint was submitted, this was ongoing at the time of reporting, thus the figures will change on the graph below in the next report. The month in the graphs below are for when notification was received from the complainant and the formal complaint was opened.

Please note this complaint was closed early in Q4 and within the timescale agreed with the complainant



Overview of Topic of Complaints

Below is a graph which breaks down the complaints into categories, based upon the topic of the complaint and the quarter the complaint was received in. The graph underneath this shows the complaint type by month.



COMPLAINTS OVERVIEW

The table below provides an overview of the topics of the complaints received, timescales met in accordance with our complaint's procedure, outcomes, and service improvements.

Quarter Three

Date	Title Of Complaint	Stage Title	Outcomes
04/10/2021	Long Stay Car Park Pay Machine	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed.
13/10/2021	Enforcement Complaint	Stage 2	Stage 1 complaint timescale met- investigation identified procedures followed. Stage 2 complaint received and ongoing.
25/10/2021	Community Team	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The complainant was offered a new appointment for equipment to be installed.
04/11/2021	Development control handling	Stage 1	Stage 1 complaint granted an extension as key responders were unavailable to aid with the enquiry to form the complaint response and further investigation was needed, the response timescale was met.
26/11/2021	Parking issue	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed, customer feedback will be fed into parking strategy.
06/12/2021	Car Park issue	Stage 1	Stage 1 complaint granted an extension as further information is required from the complainant, this timescale was met. Following the customer feedback, a surveyor will be sent to ensure improvements can be identified and implemented.
13/12/2021	Planning Application Conditions -	Stage 1	Stage 1 complaint granted an extension due to the complexity of the case, this timescale was met - investigation identified procedures followed

Quarter Two

Date	Title Of Complaint	Stage Title	Outcomes
21/06/2021	Complaint regarding repayment of grants	Stage 2	Stage 1 complaint request for an extension in timescale to respond due to the complexity of the complaint. Extension timescale met and response given - investigation showed all procedures had been met. Stage 2 complaint timescale met, investigation showed all procedures had been met.
12/08/2021	State of public conveniences	Stage 1	Stage 1 complaint timescale met- investigation identified that a programme

			of Improvement works are being undertaken with all public toilets in Ryedale and due to be finished later in the year, the complainant was updated.
16/09/2021	Council Tax Bill 2021/22	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The service did provide an amended bill to the complainant. Following feedback, the service has emailed all staff in the department with the procedures to prevent the error from occurring again.
30/09/2021	Issue around waste and recycling collection'	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The complainant was visited and issues with the collection service were resolved. Refresher training was delivered to all collection crews.

Quarter One

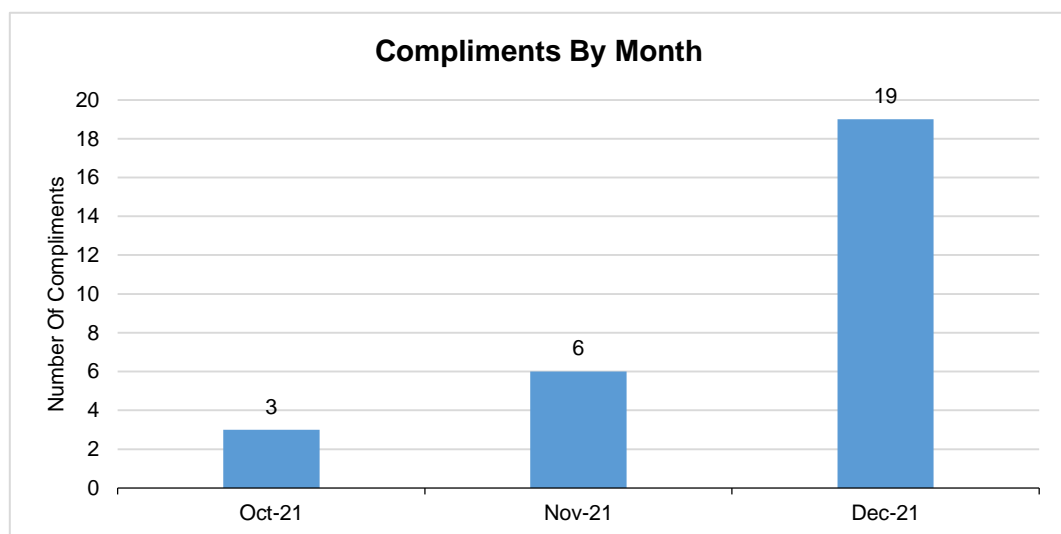
Date	Title Of Complaint	Stage Title	Outcomes
01/04/2021	Failure Notice	Stage 2	Stage 2 complaint timescale met- investigation showed all procedures had been met.
08/04/2021	Repeated requests for new refuse bins	Stage 1	Stage 1 complaint timescale met - investigation showed a delay had occurred and an apology given. Service improvements being implemented.
13/04/2021	Business Rates	Stage 1	Stage 1 complaint timescale met- investigation showed all procedures had been met.
26/04/2021	Noise Pollution-	Stage 2	Stage 2 timescales met- investigation undertaken, full response provided, all procedures followed.
04/05/2021	Contact with the Council on pre-application advice	Stage 1	Stage 1 timescale missed by one day. Investigation showed that all procedures had been followed.
04/05/2021	Council Tax Complaint - Exceptional Hardship Fund	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The service did provide further assistance to the complainant. Following feedback, the service is providing a more holistic approach to applications.
05/05/2021	Claim from Covid Fund, Charity or Grant	Stage 1	Stage 1 timescale met- investigation confirmed service procedures were followed. Following the feedback, the Service added further information regarding the fund on RDC website.
05/05/2021	Planning Application	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and service timescales met.

20/05/2021	non receipt of neighbour letter	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and letters sent.
07/06/2021	Delay in resolving an enforcement issue	Stage 1	Stage 1 timescale met- investigation showed that there had been a delay, apology given to complainant. Service had been in the process of recruiting a new enforcement officer. Action taken upon appointment.
14/06/2021	Ignored planning issues	Stage 1	Stage 1 complaint request for an extension in timescale to respond due to the complexity of the complaint. Extension timescale met and response given with follow up actions agreed with complainant.
14/06/2021	Ropery Toilets at Pickering	Stage 1	Stage 1 complaint timescale met- investigation identified that a programme of Improvement works are being undertaken with all public toilets in Ryedale and due to be finished later in the year, the complainant was updated.
24/06/2021	Subject Access Request-	Stage 1	Stage 1 complaint timescale met- Investigation identified complaint upheld and an apology given to complainant. Service improvement to update subject access procedures.
28/06/2021	Motorcycle Parking – Helmsley	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed, customer feedback will be fed into parking strategy.

OVERVIEW OF ALL COMPLIMENTS

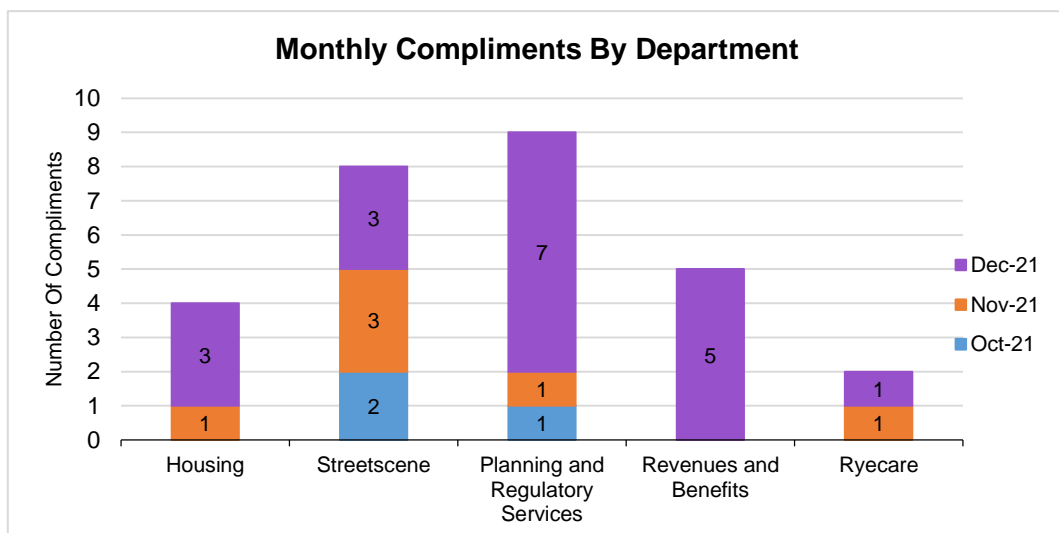
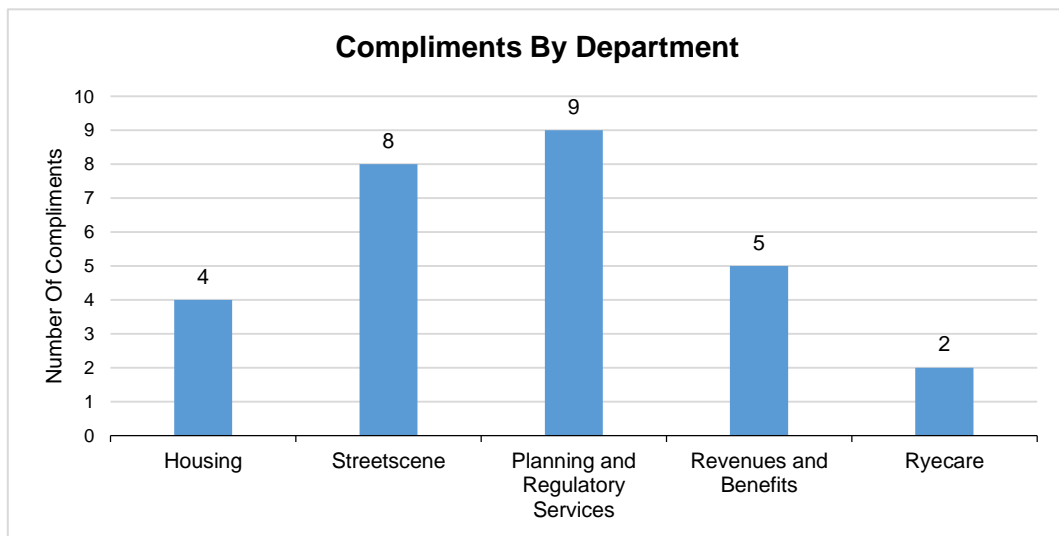
Throughout the period of 1 October 2021 to 31 December 2021, 28 compliments were recorded, this equates to 41% of all compliments for 2021/22 so far.

Total Compliments



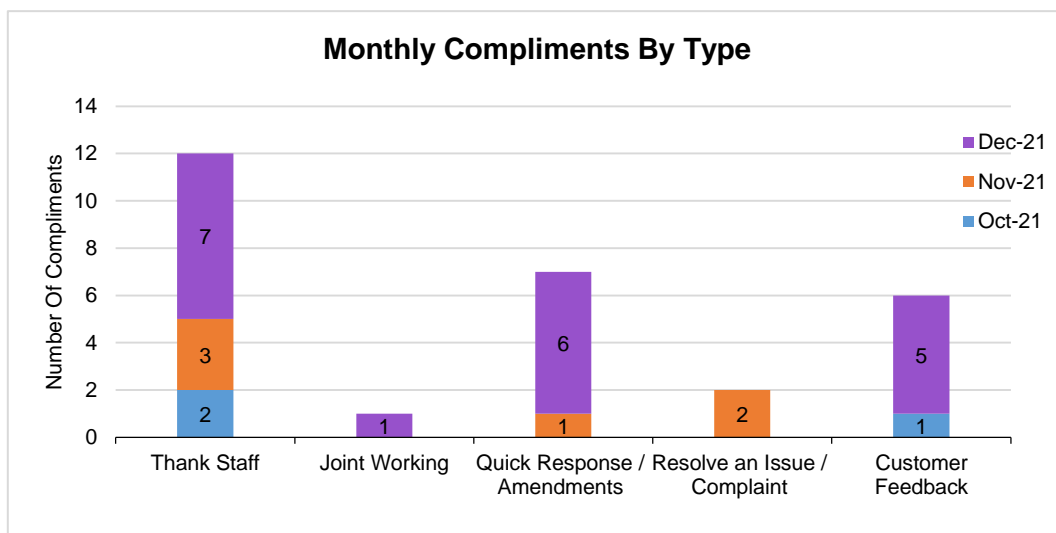
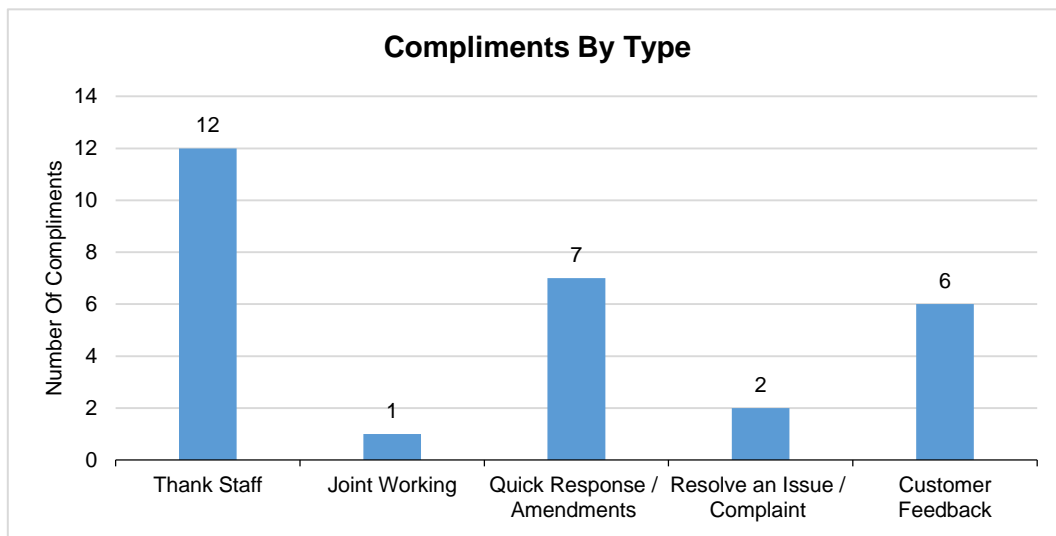
Compliments By Department

Within quarter three, the 28 compliments were received for 5 departments. December 2021 equated to 68% of this quarter's compliments received.



Overview of Topic of Compliments

Below is a graph which breaks down the compliments into categories, based upon the topic of the compliment. The graph underneath this shows the compliment type by month.



COMPLIMENTS OVERVIEW

The table below provides an overview of the topics of the compliments received, date and department.

Quarter Three

Date	Department	Title Of Compliment	Compliment Type & Description
05/10/2021	Planning and Regulatory Services	Development Management 21/01084/house	Customer Feedback - Customer Satisfaction Survey
11/10/2021	Streetscene	Pickering Bring or Take event thank you	Thank Staff – thanked staff for their help tidying up the event.
18/10/2021	Streetscene	Malton Give or Take event thank you	Thank Staff – thanked staff for their help tidying up the event.
02/11/2021	Streetscene	Blocked Drains Streetscene	Resolve an Issue / Complaint – compliment regarding prompt attention and assistance in finding a resolution to their email.
02/11/2021	Streetscene	Resolved complaint Customer Services and Streetscene	Resolve an Issue / Complaint – compliment regarding prompt replacement of solar lights.
04/11/2021	Planning and Regulatory Services	Requested amendment granted	Quick Response / Amendments – compliment regarding the response to a request which enabled the request to be dealt with in an effective manner.
12/11/2021	Housing	Housing	Thank Staff – thanking 2 housing staff for their help.
12/11/2021	Ryecare	Thanks to staff	Thank Staff – thanking an operative for calling an ambulance.
15/11/2021	Streetscene	Thanks to the Streetscene lads	Thank Staff - thanking operatives for helping them with their heavy garden waste bin.
09/12/2021	Planning and Regulatory Services	Planning -AMEND	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Revenues	Revenues-	Quick Response / Amendments
09/12/2021	Ryecare	Ryecare	Thank Staff – Thank staff for their efforts over the weekend aiding with queries.
10/12/2021	Streetscene	Streetscene	Thank Staff – Thank 2 staff who cleared up leaves outside their property
10/12/2021	Streetscene	Streetscene	Thank Staff – thank the team for taking their bin when they forgot to take it out.
14/12/2021	Housing	Joint working	Joint Working – Compliment regarding a staff member who explained the hub well and aiding another hub.

16/12/2021	Housing	Housing team	Thank Staff – thank a member of the team for their kindness over the phone.
16/12/2021	Revenues	Ryedale Revenues	Quick Response / Amendments – compliment regarding agreeing to a payment request relieving a worry for the resident.
16/12/2021	Revenues	Ryedale Revenues	Quick Response / Amendments - compliment regarding a name change and help with exemption, staff made it so easy.
16/12/2021	Revenues	Ryedale Revenues	Quick Response / Amendments – compliment regarding a quick and thorough reply.
21/12/2021	Housing	HOUSING	Thank Staff – Thanking 2 staff for their help with them over the past year.
21/12/2021	Planning and Regulatory Services	Planning -	Thank Staff – thanking a staff member for their help and presentation
21/12/2021	Planning and Regulatory Services	Planning -	Thank Staff – thanking a staff member for their help and the outcome achieved.
21/12/2021	Revenues	COUNCIL TAX	Quick Response / Amendments - compliment regarding a staff members swift organisation to apply an exemption.
24/12/2021	Streetscene	Waste equipment delivery	Quick Response / Amendments – compliment regarding swift response and delivery of equipment immediately.