

SUMMARY OF COMPLAINTS LOG

PERIOD: OCTOBER 2008 – DECEMBER 2008

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits		-	
Democratic Services		-	
Development Services		-	
Economic & Community		-	
Facilities & Emergency Planning		-	
Finance & Revenue Services		-	
Forward Planning		-	

Health & Environment	<ol style="list-style-type: none"> 1. Dissatisfaction with Pest Control fees/charges – no concession for OAP's 2. Dissatisfaction with enforcement action following an Environmental Health Officer's visit 3. Dissatisfaction with pest control fees/charges – final demand received before receipt of invoice 4. The Council's lack of action regarding barking dogs 	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p>	<ol style="list-style-type: none"> 1. Letter to complainant explaining that the Council do not have a concession for OAP's 2. Letter sent explaining the circumstances of the visit and that the Council are obliged to investigate all complaints received. 3. The fee was cancelled as the pest problem would normally be dealt with by provision of advice over the telephone. 4. This complaint is being investigated further following the receipt of detailed information.
Housing Services	<ol style="list-style-type: none"> 1. Concern on behalf of 2 applicants for grant assistance as regards some of the procedures of the application. 	<p style="text-align: center;">1</p>	<ol style="list-style-type: none"> 1. Letter sent to complainant to address the concerns that were raised and to give assurances as to the future management of their applications.
Human Resources		<p style="text-align: center;">-</p>	
ICT Services		<p style="text-align: center;">-</p>	
Legal		<p style="text-align: center;">-</p>	

Streetscene Services	<ol style="list-style-type: none"> 1. Cleaning of pigeon fouling in Pickering. 2. Access gate in Eastgate Car Park left unlocked. 3. Locking of disabled accessible toilets. 4. Refuse bin not placed back in correct place after collection. 5. Lack of consideration when collecting dry recycling during a funeral service. 	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p>	<ol style="list-style-type: none"> 1. Streetscene Services continue to clean the streets and Environmental Health are looking to find an effective solution. 2. Ongoing discussions with all stakeholders regarding rights of way. 3. A trial to leave the disabled toilets open overnight commenced in the summer. 4. Letter of apology sent and crews spoken to about this and they will report back after each visit to ensure instructions have been carried out. 5. Letter of apology sent to complainant and crews spoken to regarding future conduct.
Transformation		-	
TOTAL	10	8	