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**REPORT TO:** OVERVIEW & SCRUTINY COMMITTEE

**DATE:** 19 FEBRUARY 2009

**REPORTING OFFICER:** PA TO THE CHIEF EXECUTIVE  
Jane Graham

**SUBJECT:** CUSTOMER COMPLAINTS MONITORING

**WARDS AFFECTED:** ALL

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**1.0 PURPOSE OF REPORT**

1.1 To inform Members of the number and type of complaints received under the Council's complaints procedure for the period October - December 2008

**2.0 RECOMMENDATIONS**

2.1 To accept the report as attached.

**3.0 REPORT**

3.1 This report includes complaints monitored under individual service complaints systems (**Annex 1**).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period October to December 2008 together with action taken where appropriate (**Annex 2**).

**Background Papers:** RDC Complaints Procedure

**OFFICER CONTACT:** Please contact Jane Graham, PA to the Chief Executive, if you require any further information on the contents of this report. The officer can be contacted at Ryedale House, 01653 600666  
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