

SUMMARY OF COMPLAINTS LOG

PERIOD: January – March 2012

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits		0	
Democratic Services		0	
Development Services	<ol style="list-style-type: none"> 1. Dis satisfaction with planning procedures. 2. Lack of planning enforcement. 	2	<ol style="list-style-type: none"> 1. Customer advised in writing complaint currently being investigated and written response to be issued when investigation concluded. 2. Letter of explanation sent to customer.
Economic & Community	<ol style="list-style-type: none"> 1. Poor service and lack of quality local map at Malton TIC. 2. Noise nuisance 3. Lack of availability of meeting rooms. 	3	<ol style="list-style-type: none"> 1. Staff training and letter of apology sent to customer. 2. Anonymous and insufficient information to progress or respond to customer. 3. Letter of explanation sent to customer.

Facilities & Emergency Planning	1. Floor wet in pool changing rooms.	1	1. Customer advised in writing complaint currently being investigated and written response to be issued when investigation concluded.
Finance & Revenue Services	1. Customer was wrongly sent a notification of bailiff referral letter. 2. Dis satisfied with Council Tax demand letter.	2	1. Letter of apology sent to customer and Officers have been instructed to be more thorough with their tracing and verification methods. 2. Letter of explanation sent to customer.
Forward Planning	1. Dis satisfaction with delivery of consultation material and the inconvenience that this it caused.	1	1. Letter of apology and explanation sent.
Health & Environment		0	
Housing Services	1. Dis satisfaction with workmanship of adaptation. 2. Behaviour of staff member.	2	1. Correction work undertaken and letter of apology sent to customer detailing actions to be taken. 2. Customer contacted and suitable accommodation offered.
Human Resources		0	
ICT Services		0	
Legal	1. Lack of planning permission. 2. Lack of impartiality and fairness of staff member.	2	1. Letter of explanation sent to customer. 2. Investigation and letter of explanation sent to customer.

Streetscene Services	<ol style="list-style-type: none"> 1. Alleged damage to garden by waste collection vehicle. 2. Lack of lighting. 3. Recycling not collected. 	3	<ol style="list-style-type: none"> 1. Phone call to customer followed by letter. 2. Letter of apology and actions to be taken. 3. Letter of explanation and apology sent to customer.
Transformation		0	
TOTAL		16	