

SUMMARY OF COMPLAINTS LOG

PERIOD: April – June 2012

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Access to Services		0	
Business Improvement		0	
Revenues & Benefits	<ol style="list-style-type: none"> 1. Dissatisfied with being sent a Council Tax Demand Notice. 2. Dissatisfied with behaviour of bailiff. 3. Dissatisfied with Council Tax Payments. 4. Business Rates Summonses. 5. Dissatisfied with Council Tax Exemption Information. 	5	<ol style="list-style-type: none"> 1. Letter of explanation issued to customer. 2. Letter of explanation issued to customer. 3. Letter of apology and explanation issued to customer. 4. Meeting with customer and letter of explanation and apology issued to customer. 5. Letter of apology and explanation issued to customer.

Managing Development	1. Dissatisfied no response to letter and that planning application 11/01216/FUL was approved through scheme of delegation.	1	1. Response sent to customer outlining scheme of delegation and reasons why application approved.
Community Services		0	
Facilities & Emergency Planning	1. Derwent pool changing room floor wet.	1	1. Letter of explanation and apology sent.
Forward Planning		0	
Health & Environment		0	
Housing Services		0	
ICT Services		0	
Legal		0	

Streetscene Services	<ol style="list-style-type: none"> 1. Dissatisfied with conduct of operative. 2. Dissatisfied with conduct of operative. 3. Replacement bin too small. 	3	<ol style="list-style-type: none"> 1. Investigation, letter of apology to customer and staff appropriately dealt with. 2. Investigation and phone call to customer and staff appropriately dealt with. 3. Alternative bin supplied.
TOTAL		10	