



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 13 DECEMBER 2012

REPORT OF THE: CUSTOMER SERVICES AND BENEFITS MANAGER
ANGELA JONES

TITLE OF REPORT: CUSTOMER COMPLAINTS RECEIVED QUARTER 2
(2012/13)

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period July – September 2012.

2.0 RECOMMENDATION

2.1 It is recommended that members accept the report as attached.

3.0 REASON FOR RECOMMENDATION

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 July – September 2012 together with the action taken where appropriate (Annex 2).

4.0 REPORT DETAILS

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

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Background Papers:
RDC Complaints Procedure

Background Papers are available for inspection at:
[http://www.ryedale.gov.uk/council and democracy/corporate complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)