



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 21 FEBRUARY 2013

REPORT OF THE: BUSINESS SUPPORT MANAGER
ANGELA JONES

TITLE OF REPORT: CUSTOMER COMPLAINTS RECEIVED QUARTER 3
(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 October – December 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 October – December 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. All the cases listed in annex 1 have been resolved.

4.2 The detail of the Council complaints procedure can be found on the [Council's website](#)

Angela Jones
Business Support Manager

Author: Angela Jones, Business Support Manager
Telephone No: 01653 600666 ext: 220
E-Mail Address: angela.jonesd@ryedale.gov.uk

Background Papers:
RDC Complaints Procedure

Background Papers are available for inspection at:
http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx