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**REPORT TO:** OVERVIEW AND SCRUTINY COMMITTEE

**DATE:** 27 JUNE 2013

**REPORT OF THE:** BUSINESS SUPPORT MANAGER  
ANGELA JONES

**TITLE OF REPORT:** CUSTOMER COMPLAINTS RECEIVED QUARTER 4  
(2012/13)

**WARDS AFFECTED:** ALL

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## **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 January – March 2013.

### **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 A).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period January – March 2013 together with the action taken where appropriate (Annex B).

### **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)