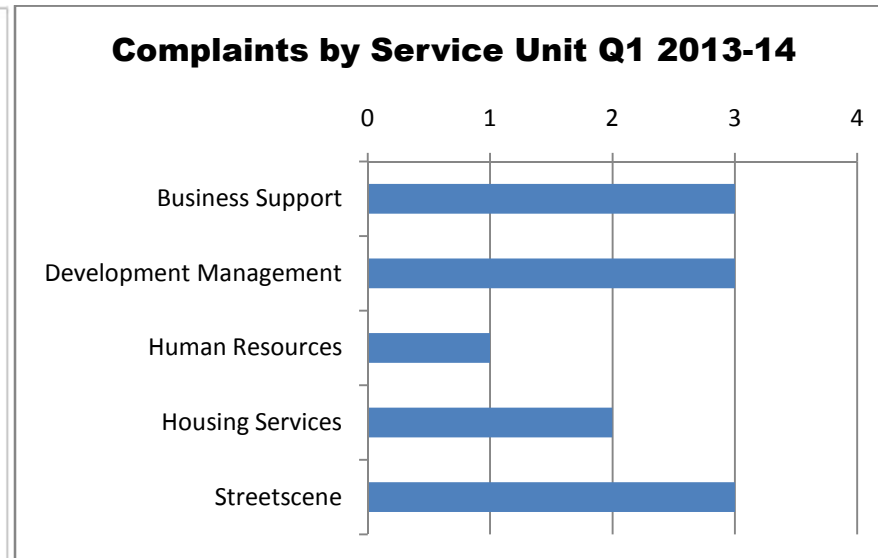
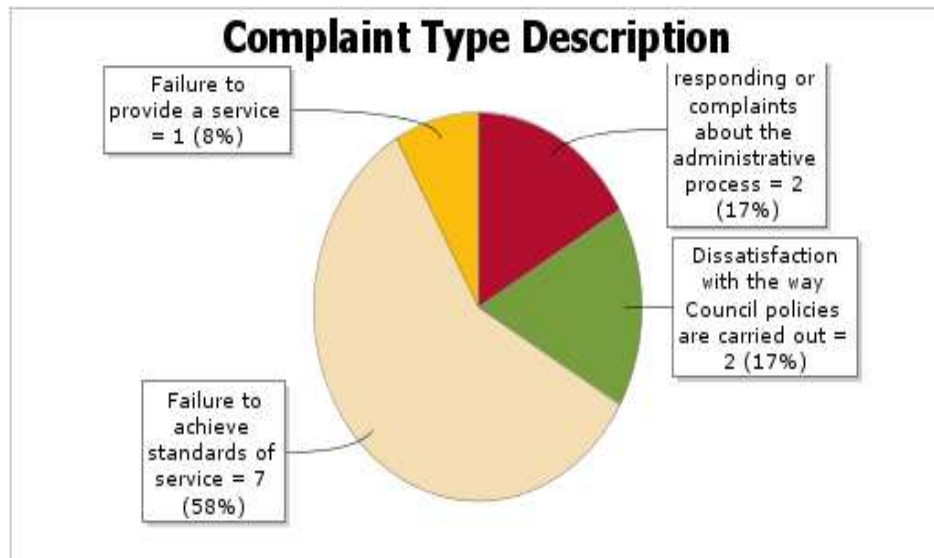


Complaints Q1 2013-14

Generated on: 05 September 2013



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support (BS)	Opening times at Ryedale House	Failure to achieve standards of service	Letter of explanation sent to customer	Cropton	17-Apr-2013	18-Apr-2013	3
Business Support (BS)	Withdrawal from outer offices	Failure to provide a service	Letter of explanation sent	Pickering East	10-Jun-2013	10-Jun-2013	
Business Support (BS)	Unclear where to buy parking permits	Failure to achieve standards of service	Letter of apology and information sent to customer	Kirkbymoorside	25-Jun-2013	01-Jul-2013	
Development Management (DM)	Supporting Planning evidence not provided to residents	Dissatisfaction with the way Council policies are carried out	Email letter of explanation sent to customer	Ampleforth	03-Apr-2013	05-Apr-2013	3
Development	Lack of response to	Failure to achieve	Email letter of	Derwent	29-Apr-2013	20-May-2013	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Management (DM)	Planning discharge conditions	standards of service	explanation & apology sent to customer				
Development Management (DM)	Outcome of Planning Decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent to customer	Pickering East	24-Jun-2013	04-Jul-2013	
Human Resources (HR)	Ex employee dissatisfied with communication	Delays in responding or complaints about the administrative process	Letter of explanation sent to staff member	Malton	17-May-2013	23-May-2013	1
Housing (HS)	Time taken to provide property valuation	Delays in responding or complaints about the administrative process	letter of explanation & apology sent to customer	Norton East	25-Apr-2013	03-May-2013	2
Housing (HS)	Lack of response to grant application	Failure to achieve standards of service	Letter of explanation & apology sent to customer	Amotherby	05-Jun-2013	11-Jun-2013	
Streetscene (SS)	Recycling not collected due to wrong box used	Failure to achieve standards of service	email letter of explanation & apology sent to customer	Sinnington	02-Apr-2013	08-Apr-2013	3
Streetscene (SS)	Refuse collection information bin tag not provided	Failure to achieve standards of service	Bin tag sent & phone call to customer	Pickering East	03-Apr-2013	08-Apr-2013	
Streetscene (SS)	Recycling not collected	Failure to achieve standards of service	Phone call to customer to apologise and arrangements in place to collect recycling	Derwent	16-Apr-2013	18-Apr-2013	
Total							12