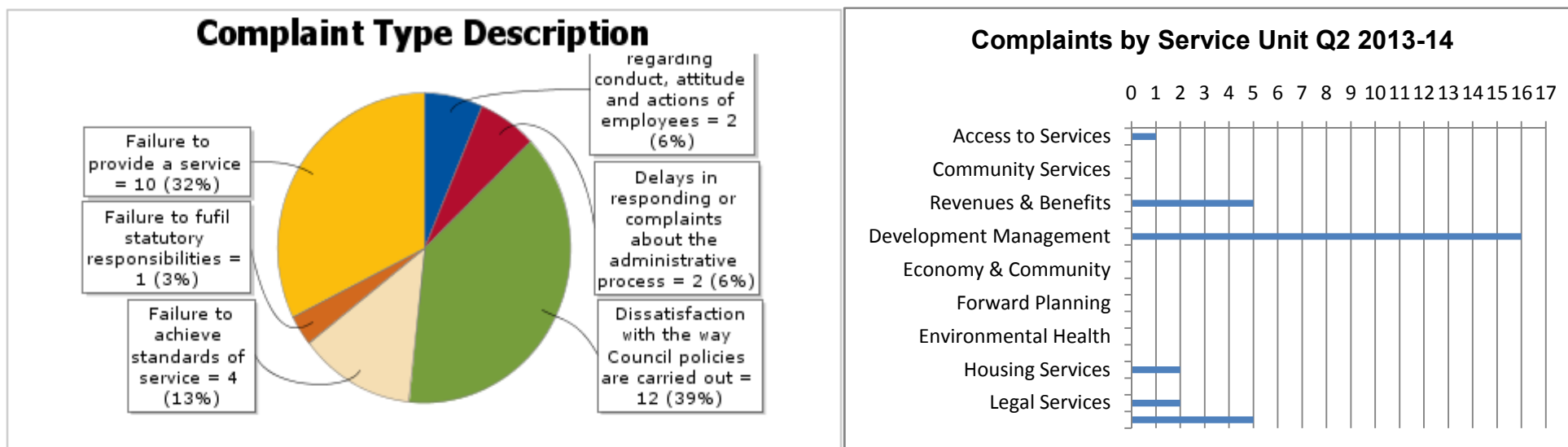


Complaints Q2 2013-14

Generated on: 20 November 2013



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date
Business Support (BS)	Lack of communication to re Tourism	Failure to provide a service	Verbal apology and follow up letter to customer	Malton	22-Aug-2013	27-Aug-2013
Business Support (BS)	Referral to bailiff for Business rates debt	Complaints regarding conduct, attitude and actions of employees	Letter of explanation sent to customer	Norton East	22-Jul-2013	24-Jul-2013
Business Support (BS)	Time taken to process Housing Benefit	Failure to provide a service	Letter of apology sent to customer and HB assessed	Pickering East	03-Jul-2013	24-Jul-2013
Business Support (BS)	Council Tax Summons received	Delays in responding or complaints about the	Letter of explanation and apology sent to customer	Sinnington	25-Jul-2013	02-Aug-2013

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date
		administrative process				
Business Support (BS)	In correct Housing Benefit assessment	Failure to provide a service	Letter of explanation & apology	Ryedale South West	24-Sep-2013	01-Oct-2013
Business Support (BS)	Lack of communication re Benefit claim	Failure to provide a service	Letter of explanation & apology	Pickering West	05-Sep-2013	16-Sep-2013
Development Management (DM)	Lack of planning enforcement	Failure to provide a service	Letter of explanation sent to customer	Rillington	01-Jul-2013	03-Jul-2013
Development Management (DM)	Conduct of members Planning Committee	Dissatisfaction with the way Council policies are carried out	Information provided to customer	Ampleforth	16-Jul-2013	19-Jul-2013
Development Management (DM)	Dissatisfied with inconsistent Planning process	Dissatisfaction with the way Council policies are carried out	Letter of explanation and apology sent to customer	Ampleforth	29-Jul-2013	23-Aug-2013
Development Management (DM)	Lack of response to correspondence	Delays in responding or complaints about the administrative process	letter of explanation sent to customer	Malton	30-Jul-2013	31-Jul-2013
Development Management (DM)	Lack of communication re planning enforcement	Failure to achieve standards of service	Email update & apology	Amotherby	20-Aug-2013	27-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	16-Sep-2013	25-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	16-Sep-2013	25-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Kirkbymoorside	16-Sep-2013	25-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	17-Sep-2013	25-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	17-Sep-2013	25-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	19-Sep-2013	26-Sep-2013
Development	Lack of communication re	Failure to provide a	Letter of explanation & apology	Thornton Dale	19-Sep-2013	02-Oct-2013

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date
Management (DM)	Planning enforcement	service				
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Kirkbymoorside	23-Sep-2013	26-Sep-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Kirkbymoorside	20-Sep-2013	26-Sep-2013
Development Management (DM)	Wrong planning information provided	Failure to achieve standards of service	Meeting with complainant & letter of explanation sent	Kirkbymoorside	27-Sep-2013	07-Oct-2013
Development Management (DM)	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Investigation ongoing	Kirkbymoorside	26-Sep-2013	
Housing (HS)	Application for warrant	Dissatisfaction with the way Council policies are carried out	Letter of explanation sent	Norton East	15-Jul-2013	17-Jul-2013
Housing (HS)	Unprofessional service from Housing team	Failure to provide a service	Letter of explanation	Malton	19-Sep-2013	30-Sep-2013
Legal Services (LS)	Wording on letter	Complaints regarding conduct, attitude and actions of employees	Letter of apology sent	Pickering East	11-Jul-2013	16-Jul-2013
Legal Services (LS)	Rillington Parish Council Footpaths	Failure to fulfil statutory responsibilities	Letter explaining not RDC responsibility	Rillington	15-Jul-2013	18-Jul-2013
Streetscene (SS)	Recycling not collected as wrong box used	Failure to achieve standards of service	Letter of explanation sent	Sheriff Hutton	12-Jul-2013	16-Jul-2013
Streetscene (SS)	Cleanliness of Malton streets	Failure to provide a service	Letter of thanks and explanation	Malton	12-Jul-2013	16-Jul-2013
Streetscene (SS)	Additional waste left next to bin not collected	Failure to provide a service	Letter of explanation sent	Ampleforth	17-Jul-2013	22-Jul-2013
Streetscene (SS)	Bin not emptied	Failure to provide a service	Supervisor rang customer & explained policy on domestic wheeled bin positioning/collection. Arranged for rubbish to be collected	Hovingham	29-Jul-2013	29-Jul-2013
Streetscene (SS)	Location of bins for collection	Failure to achieve standards of service	Letter sent advising of action to be taken	Malton	20-Aug-2013	20-Aug-2013