

Complaints Q3 2013-14

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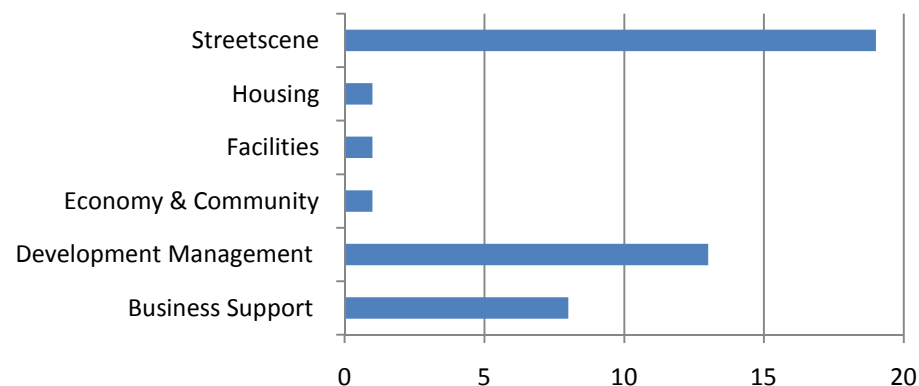


Complaint Type Description



- Bias or unfair discrimination = 1
- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 7
- Dissatisfaction with the way Council policies are carried out = 18
- Failure to achieve standards of service = 9
- Failure to fulfil statutory responsibilities = 2
- Failure to provide a service = 3

Complaints by Service Unit Q3 2013-14



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support	Ticket Sales at Pickering TIC	Failure to achieve standards of service	Written apology and offer of compensation as gesture of goodwill	Cropton	10-Oct-2013	21-Oct-2013	
Business Support	Name and addresses displayed on planning portal	Dissatisfaction with the way Council policies are carried out	Phone call to customer to explain process	Dales	22-Oct-2013	22-Oct-2013	
Business Support	Delay in processing Council Tax Support	Failure to achieve standards of service	Letter of explanation and apology	Thornton Dale	24-Oct-2013	24-Oct-2013	
Business Support	Attitude of member of staff	Complaints regarding conduct, attitude and actions of employees	Investigation and letter of explanation and apology	Kirkbymoorside	13-Nov-2013	21-Nov-2013	
Business Support	Failed Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of explanation	Ryedale South West	09-Dec-2013	12-Dec-2013	
Business Support	Behaviour of Council Tax staff	Complaints regarding conduct, attitude and actions of employees	Letter of apology	Sinnington	09-Dec-2013	16-Dec-2013	
Business Support	Council Tax Direct debit	Delays in responding or complaints about the administrative process	Letter of apology	Amotherby	30-Dec-2013	31-Dec-2013	
Business Support	Council Tax Direct debit	Delays in responding or complaints about the administrative process	Letter of apology	Amotherby	30-Dec-2013	07-Jan-2014	8

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Development Management	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Kirkbymoorside	01-Oct-2013	18-Oct-2013	
Development Management	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Kirkbymoorside	02-Oct-2013	18-Oct-2013	
Development Management	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Kirkbymoorside	02-Oct-2013	18-Oct-2013	
Development Management	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Kirkbymoorside	04-Oct-2013	18-Oct-2013	
Development Management	In correct Planning information and lack of communication	Failure to provide a service	Letter of explanation	Amotherby	07-Oct-2013	09-Oct-2013	
Development Management	Dis satisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Kirkbymoorside	14-Oct-2013	18-Oct-2013	
Development Management	Lack of action to halt development	Delays in responding or complaints about the administrative process	Letter to customer advising of process	Ryedale South West	21-Oct-2013	21-Oct-2013	
Development Management	Planning process	Failure to fulfil statutory responsibilities	Letter of explanation	Kirkbymoorside	03-Dec-2013	12-Dec-2013	
Development Management	Lack of publicity of departure from the local plan	Failure to fulfil statutory responsibilities	Letter of explanation	Wolds	26-Nov-2013	28-Nov-2013	9
Democratic Services	On Line Canvass only available in one other language	Bias or unfair discrimination	Letter of explanation	Unknown	10-Oct-2013	10-Oct-2013	
Democratic Services	Electoral registration reminder	Delays in responding or complaints about the administrative process	Letter of explanation	Hovingham	11-Nov-2013	11-Nov-2013	
Democratic Services	Electoral registration reminder	Delays in responding or complaints about the administrative process	Letter of explanation	Cropton	11-Nov-2013	11-Nov-2013	
Democratic Services	Electoral Registration reminder	Delays in responding or complaints about the administrative process	Letter of explanation	Unknown	04-Dec-2013	04-Dec-2013	4
Economy & Community	Loss of Community facilities at Community House	Failure to achieve standards of service	Letter of explanation and apology	Malton	09-Oct-2013	25-Oct-2013	1
Facilities	Lack of response to correspondence regarding rent review	Failure to achieve standards of service	Letter to customer outlining process regarding rent review	Kirkbymoorside	23-Oct-2013	29-Oct-2013	1
Housing	White Rose Home Improvement Agency service	Failure to provide a service	Investigation, work and letter of apology	Ampleforth	18-Nov-2013	06-Feb-2014	1

