

Complaints Q4 2013-14

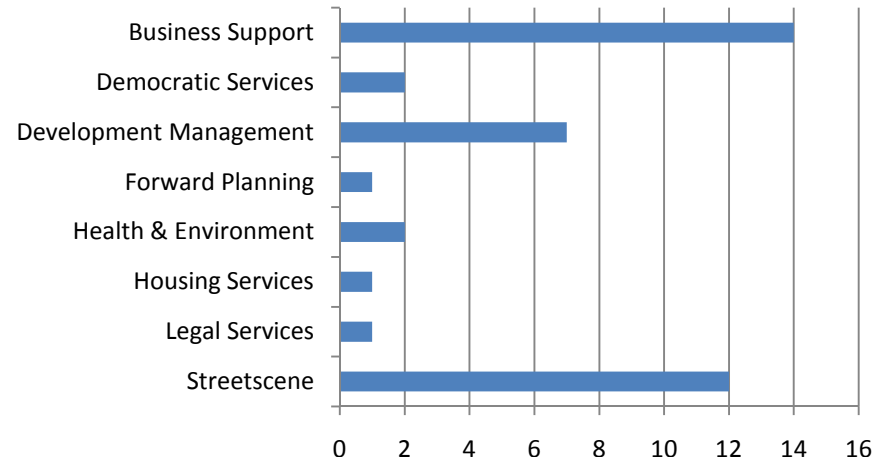
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Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 16
- Dissatisfaction with the way Council policies are carried out = 19
- Failure to achieve standards of service = 1 ● Failure to provide a service = 1



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology and explanation sent to complainant.	Rillington	03-Jan-2014	06-Jan-2014	14
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology and explanation sent to customer	Norton West	08-Jan-2014	30-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Written apology and explanation	Hovingham	12-Jan-2014	28-Jan-2014	
Business Support (BS)	Attitude of member of staff	Complaints regarding conduct, attitude and actions of employees	Written apology	Norton West	10-Jan-2014	16-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Written apology and explanation	Thornton Dale	14-Jan-2014	15-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Norton West	09-Jan-2014	14-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Sheriff Hutton	22-Jan-2014	27-Jan-2014	
Business Support (BS)	Application of empty property discount	Dissatisfaction with the way Council policies are carried out	Letter of apology, discount status modified	Ryedale South West	17-Jan-2014	22-Jan-2014	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Pickering West	29-Jan-2014	30-Jan-2014	
Business Support (BS)	Council Tax Payments/ Arrears Letter	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Kirkbymoorside	27-Feb-2014	28-Feb-2014	
Business Support (BS)	Disputing recalculation of Council Tax	Delays in responding or complaints about the administrative process	Written explanation	Thornton Dale	10-Feb-2014	14-Feb-2014	
Business Support (BS)	Time taken to process Housing Benefit claim	Delays in responding or complaints about the administrative process	Feedback received through facebook: response posted. Claim assessed.	Not known	10-Feb-2014	11-Feb-2014	
Business Support (BS)	Benefit overpayment correspondence	Delays in responding or complaints about the administrative process	Written apology and explanation	Derwent	09-Mar-2014	14-Mar-2014	
Business Support (BS)	Communications regarding Council Tax Support	Delays in responding or complaints about the administrative process	Letter of explanation and apology	Pickering East	19-Mar-2014	24-Mar-2014	
Development Management (DM)	Dissatisfaction with Planning process	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Sheriff Hutton	31-Jan-2014	12-Feb-2014	7
Development Management (DM)	Dissatisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Kirkbymoorside	01-Feb-2014	04-Feb-2014	
Development Management (DM)	Lack of action regarding untidy neighbours	Delays in responding or complaints about the administrative process	Welfare check conducted by North Yorkshire Police	Derwent	05-Feb-2014	12-Feb-2014	
Development Management (DM)	Dissatisfaction with Enforcement Actions	Dissatisfaction with the way Council policies are carried out	Written explanation	Rillington	12-Feb-2014	18-Mar-2014	
Development Management (DM)	Dissatisfaction with Planning Procedure/ Decisions	Dissatisfaction with the way Council policies are carried out	Written explanation sent	Sheriff Hutton	27-Feb-2014	25-Mar-2014	
Development Management (DM)	Dissatisfaction with planning process	Delays in responding or complaints about the administrative process	Letter of explanation	Norton West	17-Jan-2014	27-Feb-2014	
Development Management (DM)	Dissatisfaction with planning procedure/ decisions	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Kirkbymoorside	13-Mar-2014	19-Mar-2014	
Democratic Services (DS)	Insufficient postage on outgoing correspondence	Delays in responding or complaints about the administrative process	Written apology and refund of postage fees incurred.	Norton West	08-Feb-2014	11-Feb-2014	2
Democratic Services (DS)	Issues arising from posting Absent Vote request	Delays in responding or complaints about the administrative process	Written explanation and apology.	Norton West	10-Feb-2014	10-Feb-2014	
Health & Environment (HE)	Dissatisfaction with Environmental Health decision	Failure to provide a service	Written explanation	Pickering East	20-Feb-2014	27-Feb-2014	2
Health & Environment (HE)	Consultation response to a planning application	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Norton West	02-Mar-2014	07-Mar-2014	
Forward Planning (FP)	Failure to validate a planning application	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Sheriff Hutton	26-Feb-2014	05-Mar-2014	1

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Housing (HS)	Installation of disabled facilities adaptations	Delays in responding or complaints about the administrative process	Letter of apology and explanation, re-evaluation of selected equipment	Helmsley	08-Jan-2014	23-Jan-2014	1
Legal Services (LS)	Conduct of Councillor regarding planning application	Complaints regarding conduct, attitude and actions of employees	On going investigation	Thornton Dale	05-Mar-2014		1
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Pickering East	08-Jan-2014	14-Jan-2014	12
Streetscene (SS)	Communication of changes to waste collections	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Ampleforth	07-Jan-2014	14-Jan-2014	
Streetscene (SS)	Communication of changes to garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Pickering East	10-Feb-2014	11-Feb-2014	
Streetscene (SS)	Location of Bins for Collection	Dissatisfaction with the way Council policies are carried out	Letter of apology	Malton	12-Feb-2014	13-Feb-2014	
Streetscene (SS)	Incident In Toilets, Malton Market Place	Failure to achieve standards of service	Letter of apology and explanation	Malton	25-Feb-2014	03-Mar-2014	
Streetscene (SS)	Mistaken Removal of Refuse Bin	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Amotherby	26-Feb-2014	02-Mar-2014	
Streetscene (SS)	Removal of additional Wheeled Bin	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Derwent	19-Feb-2014	19-Feb-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Helmsley	08-Mar-2014	10-Mar-2014	
Streetscene (SS)	Conduct of staff	Complaints regarding conduct, attitude and actions of employees	Staff member spoken to and apology to customer via telephone.	Unknown	14-Mar-2014	24-Mar-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Unknown	14-Mar-2014	24-Mar-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Sherburn	15-Mar-2014	24-Mar-2014	
Streetscene (SS)	Communication of changes to waste collections	Dissatisfaction with the way Council policies are carried out	Written Explanation	Hovingham	20-Jan-2014	22-Jan-2014	