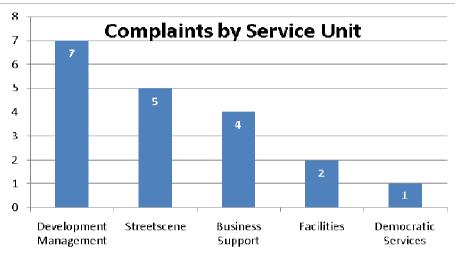
## Complaints Q1 2014-15

Generated on: 08 September 2014







Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	<b>Opened Date</b>	<b>Closed Date</b>	Total
Business Support (BS)	Dissatisfaction with speed of service at front of house	Failure to achieve standards of service	Written explanation and apology		09-May-2014	13-May-2014	4
Business Support (BS)	Dissatisfaction with housing benefit process	Dissatisfaction with the way Council policies are carried out	Written explanation and apology	Amotherby	29-Apr-2014	02-May-2014	
Business Support (BS)	Dissatisfaction with Council Tax billing process	Failure to achieve standards of service	Written explanation	Derwent	09-May-2014	09-May-2014	
Business Support (BS)	Dissatisfaction with council tax billing process	Dissatisfaction with the way Council policies are carried out	Written explanation issued		12-Jun-2014	13-Jun-2014	
Development Management (DM)	Conflicting advice	Complaints regarding conduct, attitude and actions of employees	Written explanation		03-Apr-2014	08-Apr-2014	7
Development Management (DM)	Dissatisfaction with planning procedure	Dissatisfaction with the way Council policies are carried out	Written explanation	Pickering East	12-May-2014	16-May-2014	
Development Management (DM)	Dissatisfaction with planning committee proceedings	Dissatisfaction with the way Council policies are carried out	Written explanation		14-Apr-2014	15-Apr-2014	
Development Management (DM)	Dissatisfaction with enforcement actions	Dissatisfaction with the way Council policies are carried out	Written explanation	Sheriff Hutton	21-May-2014	29-May-2014	
Development Management (DM)	Dissatisfaction with time taken to recieve	Complaints regarding conduct, attitude and actions of employees	Written explanation	Amotherby	22-May-2014	09-Jun-2014	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	<b>Opened Date</b>	Closed Date	Total
	information						
Development Management (DM)	Dissatisfaction with enforcement actions	Delays in responding or complaints about the administrative process	Written explanation	Sheriff Hutton	02-Jun-2014	11-Jun-2014	
Development Management (DM)	Dissatisfaction with communications from staff	Failure to achieve standards of service	Written explanation	Pickering East	04-Jun-2014	10-Jun-2014	
Democratic Services (DS)	Address used on proxy vote application pack	Delays in responding or complaints about the administrative process	Written apology and explanation		27-May-2014	27-May-2014	1
Facilities (FE)	Dissatisfaction with customer service at Derwent Pool	Complaints regarding conduct, attitude and actions of employees	Written apology and explanation	Norton East	03-Jun-2014	11-Jul-2014	2
Facilities (FE)	Concern over car park safety	Failure to provide a service	Written apology and explanation	Pickering East	21-Jun-2014	30-Jun-2014	
Streetscene (SS)	Not informed of credit card surcharge	Dissatisfaction with the way Council policies are carried out	Written apology and explanation		30-Apr-2014	01-May-2014	
Streetscene (SS)	Dissatisfaction with disabled toilet facilities	Failure to achieve standards of service	Written apology and explanation	Pickering East	02-Jun-2014	04-Jun-2014	]
Streetscene (SS)	Dissatisfaction with disabled toilet facilities	Failure to provide a service	Written apology and explanation		03-Jun-2014	03-Jun-2014	5
Streetscene (SS)	Dissatisfaction with household waste collections	Dissatisfaction with the way Council policies are carried out	Written apology/ explanation		24-Jun-2014	02-Jul-2014	
Streetscene (SS)	Dissatisfaction with garden waste charge	Dissatisfaction with the way Council policies are carried out	Written explanation	Wolds	24-Apr-2014	23-Jul-2014	]
Total							19