

Complaints Q1 2014-15

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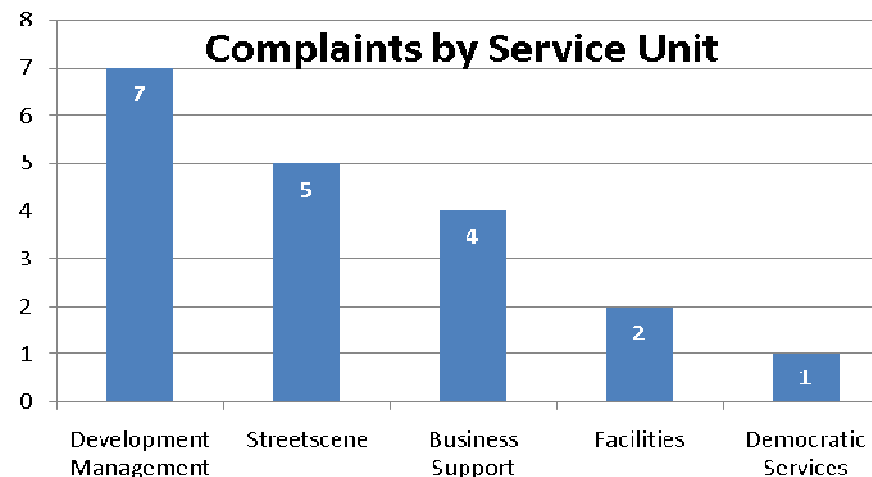


Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 2
- Dissatisfaction with the way Council policies are carried out = 8
- Failure to achieve standards of service = 4
- Failure to provide a service = 2

Complaints by Service Unit



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	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 receive	Complaints regarding conduct, attitude and actions of employees	Written explanation	Amotherby	22-May-2014	09-Jun-2014	

