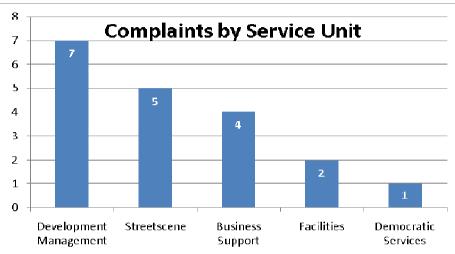
Complaints Q1 2014-15

Generated on: 08 September 2014







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 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	Opened Date	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