

Complaints Q2 2014-15

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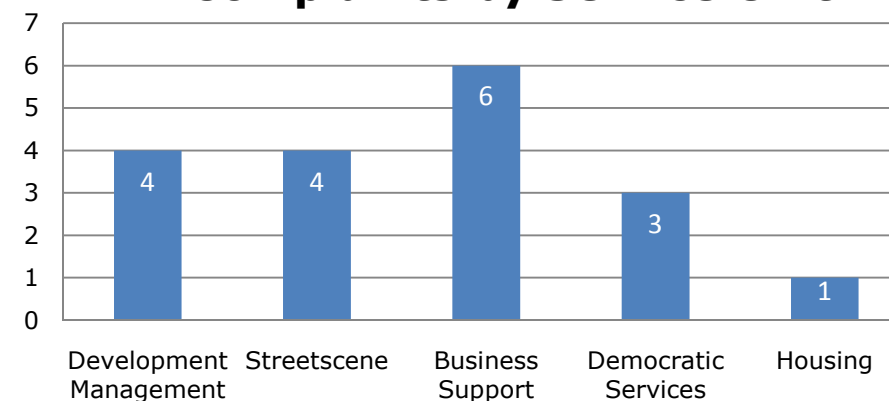


Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 2
- Delays in responding or complaints about the administrative process = 1
- Dissatisfaction with the way Council policies are carried out = 12
- Failure to achieve standards of service = 3

Complaints by Service Unit



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Business Support (BS)	Dissatisfaction with council tax billing	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Derwent	Initial complaint	01-Jul-2014	08-Jul-2014	6
Business Support (BS)	Dissatisfaction with council tax billing procedures	Dissatisfaction with the way Council policies are carried out	Review of dates and actions	Ampleforth	Initial complaint	28-Aug-2014	04-Sep-2014	
Business Support (BS)	Dissatisfaction with council tax billing procedure	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Ampleforth	Initial complaint	28-Aug-2014	03-Sep-2014	
Business Support (BS)	Concern over personal data security	Dissatisfaction with the way Council policies are carried out	Responded to by Angela Jones	Hovingham	Initial complaint	02-Sep-2014	05-Sep-2014	
Business Support (BS)	Dissatisfaction with Customer Service	Delays in responding or complaints about the administrative process	Written explanation provided	Malton	Initial complaint	11-Sep-2014	10-Sep-2014	
Business Support (BS)	Delivery of service complaint	Failure to achieve standards of service	Explanation of changes happening with the TIC	Pickering East	Initial complaint	23-Sep-2014	25-Sep-2014	
Development Management (DM)	Dissatisfaction with planning committee proceedings	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Derwent	Initial complaint	08-Aug-2014	12-Aug-2014	

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RYEDALE
DISTRICT
COUNCIL



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Development Management (DM)	Poor Communication	Failure to achieve standards of service	Written explanation provided	Sheriff Hutton	Initial complaint	08-Aug-2014	26-Aug-2014	4
Development Management (DM)	Dissatisfaction with planning proceedings	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Norton West	Initial complaint	27-Aug-2014	01-Sep-2014	
Development Management (DM)	Dissatisfaction with planning processes	Dissatisfaction with the way Council policies are carried out	Review of complaint statement advised to contact ombudsman if not satisfied	Pickering East	Initial complaint	11-Sep-2014	20-Oct-2014	
Democratic Services (DS)	Dissatisfaction with transition to Individual Electoral Registration	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Malton	Initial complaint	12-Aug-2014	15-Aug-2014	3
Democratic Services (DS)	Dissatisfaction with customer service	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Ryedale South West	Initial complaint	22-Aug-2014	22-Aug-2014	
Democratic Services (DS)	Dissatisfaction with online registration	Dissatisfaction with the way Council policies are carried out	Explained about new system for Electoral registration and the fact all details must be matched with the DWP details	Amotherby	Initial complaint	10-Sep-2014	15-Sep-2014	
Housing (HS)	Dissatisfaction with customer service	Complaints regarding conduct, attitude and actions of employees	Written apology and explanation issued	Ampleforth	Initial complaint	27-Aug-2014	02-Sept-2014	1
Streetscene (SS)	Dissatisfaction with garden waste charge	Dissatisfaction with the way Council policies are carried out	Written explanation provided regarding charge	Cropton	Initial complaint	16-Jul-2014	21-Jul-2014	
Streetscene (SS)	Recycling Collection	Failure to achieve standards of service	Phone call to explain the collections procedure and what	Norton East	Initial complaint	07-Aug-2014	08-Aug-2014	

