

Complaints Q3 2014-15

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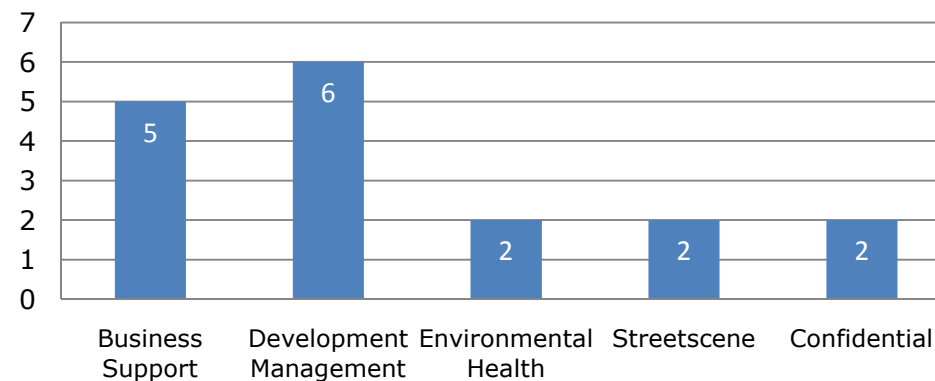


Complaint Type Description



- Delays in responding or complaints about the administrative process = 7
- Dissatisfaction with the way Council policies are carried out = 5
- Failure to achieve standards of service = 1
- Failure to provide a service = 2
- No Value = 2

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 customer service and communication	Delays in responding or complaints about the administrative process	Explanation and copy invoices showing dates and amounts refuting complainants claims.	Norton West	Stage 1	07-Oct-2014	14-Oct-2014	5
Business Support (BS)	Inefficiency of Housing Benefit Service	Delays in responding or complaints about the administrative process	No further action from Council advised to contact Ombudsman if not satisfied.	Hovingham	Stage 2	15-Oct-2014	28-Oct-2014	
Business Support (BS)	Dissatisfaction with service & disabled access	Failure to achieve standards of service	Apologies and explanation of ongoing improvements to the TIC service	Pickering East	Stage 1	21-Oct-2014	23-Oct-2014	
Business Support (BS)	Dissatisfaction with council tax billing procedures	Delays in responding or complaints about the administrative process	Written explanation provided and apology.	Thornton Dale	Stage 1	02-Dec-2014	09-Dec-2014	
Business Support (BS)	Dissatisfaction with addresses used in IER	Dissatisfaction with the way Council policies are carried out	Written explanation detailing the IER procedures.	Derwent	Stage 1	09-Dec-2014	20-Jan-2015	
Development Management (DM)	Alleged breach of planning control	Dissatisfaction with the way Council policies are carried out	Passed to Government Planning Inspector if not satisfied advised to contact the	Helmsley	Stage 2	01-Oct-2014	12-Nov-2014	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
			Ombudsman.					6
Development Management (DM)	Dissatisfaction with nomination speaker process	Dissatisfaction with the way Council policies are carried out	Written explanation provided addressing complaint.	Malton	Stage 2	02-Oct-2014	11-Nov-2014	
Development Management (DM)	Dissatisfaction with way case was handled	Delays in responding or complaints about the administrative process	Written explanation provided.	Ryedale SW	Stage 1	31-Oct-2014	04-Nov-2014	
Development Management (DM)	Dissatisfaction with planning and committee processes	Delays in responding or complaints about the administrative process	Written explanation provided regarding application.	Norton West	Stage 1	11-Dec-2014	09-Jan-2015	
Development Management (DM)	Dissatisfaction with planning and committee processes	Delays in responding or complaints about the administrative process	Written explanation provided regarding application.	Norton West	Stage 1	11-Dec-2014	09-Jan-2015	
Development Management (DM)	Concern over publication of 5 year Housing Land Supply figure	Dissatisfaction with the way Council policies are carried out	Written explanation provided.	Norton East	Stage 1	23-Dec-2014	13-Jan-2015	
Environmental Health (EH)	Dissatisfaction with response time	Delays in responding or complaints about the administrative process	Email explaining contact info at YHA.	Norton East	Stage 1	02-Oct-2014	02-Oct-2014	2
Environmental Health (EH)	Dissatisfaction with customer service	Failure to provide a service	Written explanation provided addressing complaint.	Sherburn	Stage 1	18-Dec-2014	19-Dec-2014	
Streetscene (SS)	Dissatisfaction with response time	Failure to provide a service	Written explanation on reasons behind delay and new schedule.	Sherburn	Stage 1	22-Oct-2014	22-Oct-2014	2
Streetscene (SS)	Dissatisfaction with household waste collection service	Dissatisfaction with the way Council policies are carried out	Telephone call explaining that refunds on CTAX are not possible. Apology issued on behalf of RDC.	Helmsley	Stage 1	02-Dec-2014	05-Dec-2014	
	Confidential Complaint				Stage 1	12-Nov-2014	19-Nov-2014	2
	Confidential Complaint				Stage 1	30-Oct-2014	03-Nov-2014	
							TOTAL	17