

Complaints Q1 2015-16

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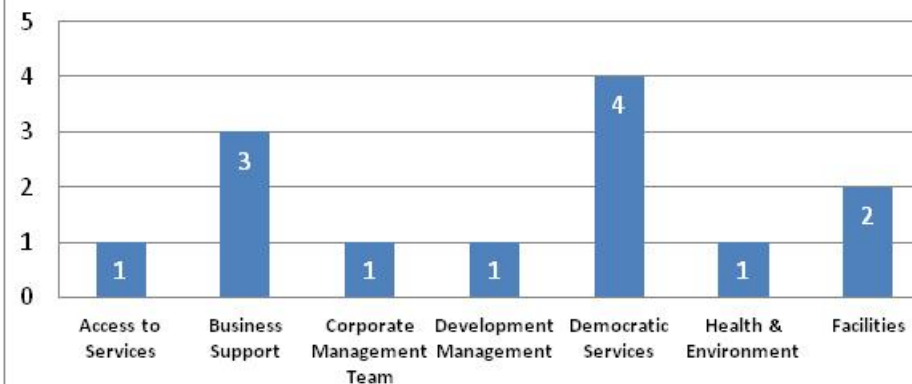


Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 3
- Dissatisfaction with the way Council policies are carried out = 2
- Failure to fulfil statutory responsibilities = 1
- Failure to provide a service = 4

Complaints by Service Unit



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Access to Services (AS)	Complaint re registering to vote	Failure to provide a service	Written explanation provided	Derwent	Stage 1	07-May-2015	11-May-2015	1
Business Support (BS)	Complaint re online planning applications	Failure to provide a service	Been online and application can now be reviewed	Norton East	Stage 1	22-May-2015	22-May-2015	3
Business Support (BS)	Dissatisfaction with amount of Business Rates	Delays in responding or complaints about the administrative process	Written explanation provided	Norton West	Stage 1	13-May-2015	19-May-2015	
Business Support (BS)	Dissatisfaction with customer service	Complaints regarding conduct, attitude and actions of employees	Written apology and explanation provided	Derwent	Stage 1	22-Jun-2015	24-Jun-2015	
Corporate Management Team (CMT)	Dissatisfaction with lack of due process in respect of planning regs	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Ryedale South West	Stage 2	08-Apr-2015	28-Apr-2015	1

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Development Management (DM)	Dissatisfaction with planning enforcement correspondence	Delays in responding or complaints about the administrative process	Written apology and explanation provided	No Ward Indicated	Stage 1	15-May-2015	19-May-2015	1
Democratic Services (DS)	Dissatisfaction with sealing of boxes	Dissatisfaction with the way Council policies are carried out	Written explanation provided	No Ward Indicated	Stage 1	08-May-2015	11-May-2015	4
Democratic Services (DS)	Dissatisfaction with control of Tellers	Failure to fulfil statutory responsibilities	Written explanation provided	Cropton	Stage 1	08-May-2015	11-May-2015	
Democratic Services (DS)	Dissatisfaction that right to vote was taken away	Complaints regarding conduct, attitude and actions of employees	Written explanation provided	Norton West	Stage 1	02-Jun-2015	04-Jun-2015	
Democratic Services (DS)	Dissatisfaction with not receiving postal votes abroad	Failure to provide a service	Written explanation provided	No Ward Indicated	Stage 1	27-May-2015	01-Jun-2015	
Health & Environment (HE)	Dissatisfaction with service provided	Complaints regarding conduct, attitude and actions of employees	Written explanation provided	No Ward Indicated	Stage 1	03-Apr-2015	07-Apr-2015	1
Facilities (FE)	Dissatisfaction with facilities at Ryedale gym	Failure to provide a service	Written apology and explanation provided	Helmsley	Stage 1	02-Apr-2015	08-Apr-2015	2
Facilities (FE)	Dissatisfaction about lack of response to request	Delays in responding or complaints about the administrative process	Written apology and explanation provided	Norton East	Stage 1	14-Apr-2015	22-Apr-2015	