

Complaints Q2 2015-16

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Business Support (BS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Council Tax	Delays in responding or complaints about the administrative process	Explanation Given		Thornton Dale	Initial complaint	02-Sep-2015	10-Sep-2015	3
Dissatisfaction with Customer Service	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Malton	Initial complaint	03-Sep-2015	08-Sep-2015	
Dissatisfaction with Benefits Administration	Delays in responding or complaints about the administrative process	Written Apology		Norton East	Initial complaint	08-Sep-2015	09-Sep-2015	

Democratic Services (DS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Electoral Registration Addresses	Delays in responding or complaints about the administrative process	Explanation Given		Helmsley	Initial complaint	17-Aug-2015	17-Aug-2015	2
Electoral Roll Registration	Delays in responding or complaints about the administrative process	Explanation Given		Thornton Dale	Initial complaint	28-Sep-2015	28-Sep-2015	

Development Management (DM)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Site Visits	Dissatisfaction with the way Council policies are carried out	Explanation Given		Cropton	Formal complaint	30-Jul-2015	02-Nov-2015	2
Dissatisfaction with Approved Planning Application	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ryedale South West	Formal complaint	17-Aug-2015	08-Sep-2015	

Housing (HS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Customer Service and Communication	Delays in responding or complaints about the administrative process	Written Apology		Malton	Formal complaint	14-Jul-2015	27-Jul-2015	1

Legal Services (LS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Customer Service & Communication	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Derwent	Initial complaint	09-Jul-2015	23-Jul-2015	2
Councillor Comments	Complaints regarding conduct, attitude and actions of employees	No Action Required		None Given	Initial complaint	21-Sep-2015	25-Sep-2015	

Streetscene (SS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Concern over Car Park Signage	Failure to achieve standards of service	Specific Action		Pickering West	Initial complaint	30-Jul-2015	31-Jul-2015	4
Dissatisfaction with refuse collection	Failure to provide a service	Explanation Given		Helmsley	Initial complaint	14-Aug-2015	14-Aug-2015	
Complaint about flooding	Failure to achieve standards of service	Explanation Given		Sherburn	Initial complaint	14-Aug-2015	18-Aug-2015	
Tree and Hedgerow Management	Failure to provide a service	Specific Action	Trees and hedges will be cut by Streetscene	Malton	Initial complaint	23-Sep-2015	01-Oct-2015	