

# Complaints Q4 2015-16

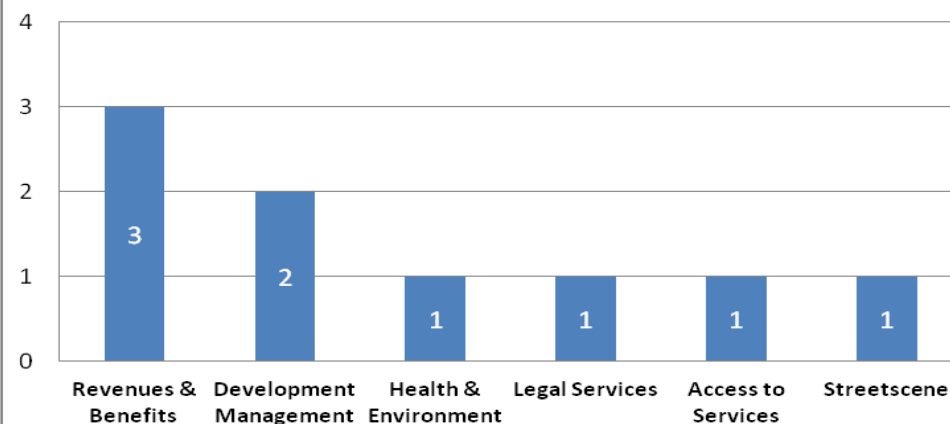
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## Complaint Type Description



- 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 = 6

## Complaints by Service Unit



## Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax	Complaints regarding conduct, attitude and actions of employees	Written Apology		Pickering West	Initial complaint	04-Feb-2016	09-Feb-2016	3
Complaint with Council Tax account	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Kirkbymoorside	Initial complaint	02-Mar-2016	08-Mar-2016	
Housing Benefit and Council Tax Benefit overpayment	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	14-Mar-2016	16-Mar-2016	

Development Management (DM)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Planning Procedure and Staff	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Initial complaint	08-Jan-2016	15-Jan-2016	2
Dissatisfaction with access to documents	Dissatisfaction with the way Council policies are carried out	Explanation Given and Process Review		Sheriff Hutton	Initial complaint	15-Mar-2016	21-Mar-2016	

Health & Environment (HE)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Acceptable Behaviour Contract & Community Protection Notice	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ampleforth	Initial complaint	07-Mar-2016	24-Mar-2016	1

Legal Services (LS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction over Licensing Committee procedure	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering East	Ombudsman decided not to investigate further	26-Jan-2016	16-Feb-2016	1

Access to Services (AS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with sale of parking discs	Dissatisfaction with the way Council policies are carried out	Written apology and Explanation Given		Pickering East	Initial complaint	16-Feb-2016	17-Feb-2016	1

Streetscene (SS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Bin Collection	Delays in responding or complaints about the administrative process	Explanation Given		Amotherby	Initial complaint	04-Jan-2016	04-Jan-2016	1

