

Complaints Q2 2017-18

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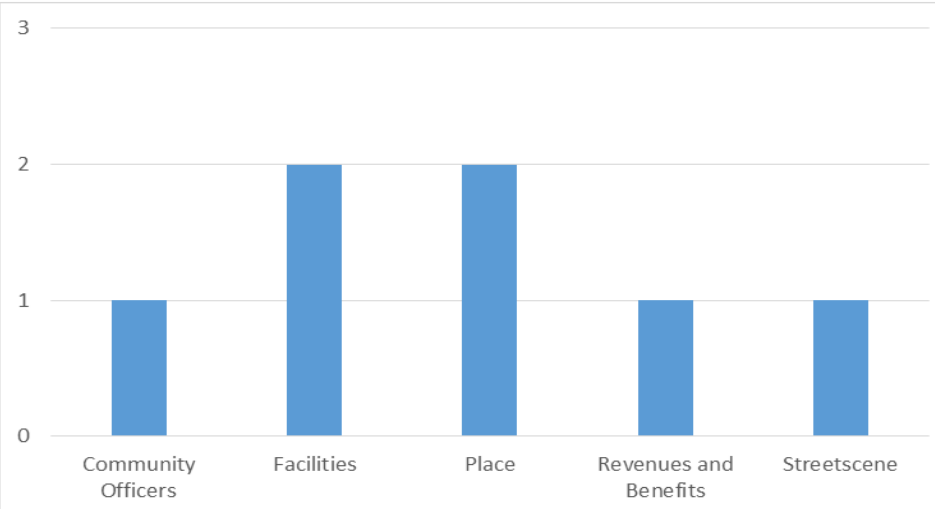
1 July 2017 – 30 September 2017



Complaint Type Description



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



Community Officers

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Community Team	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Norton West	Initial complaint	07-Sep-2017	15-Sep-2017	1

Facilities (FE)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Car damage	Dissatisfaction with the way Council policies are carried out	No Action Required		Helmsley	Initial complaint	19-Jul-2017	18-Aug-2017	2

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Wentworth Street Car Park	Failure to achieve standards of service	Explanation Given		Malton	Initial complaint	23-Aug-2017	21-Sep-2017	

Place

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Planning complaint	Delays in responding or complaints about the administrative process	Explanation Given		Cropton	Initial complaint	11-Sep-2017	21-Sep-2017	2
Planning Application	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Initial complaint	15-Sep-2017	21-Sep-2017	

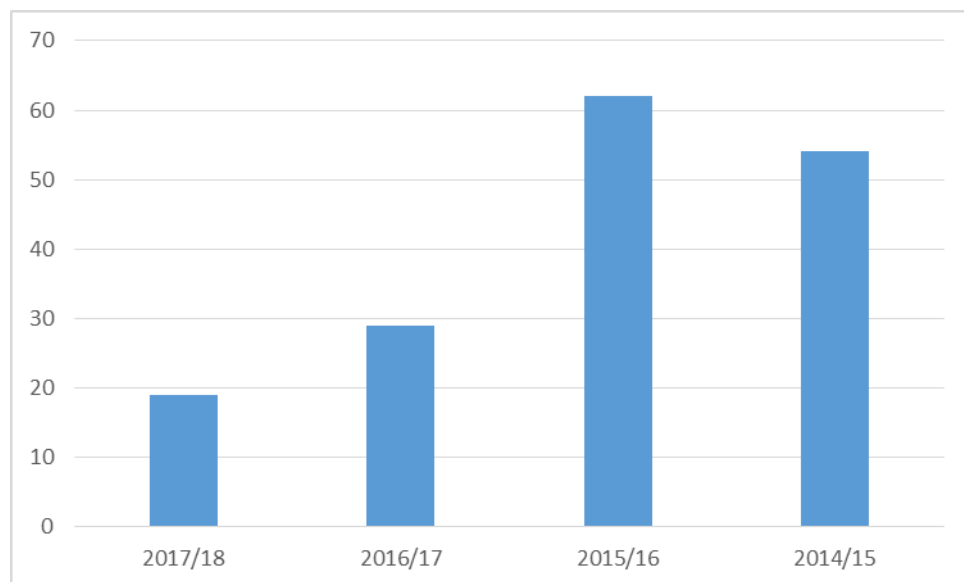
Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax bill	Delays in responding or complaints about the administrative process	No Action Required		Kirkbymoorside	Formal complaint	25-Jul-2017	06-Oct-2017	1

Streetscene (SS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Grass cutting at the village green on Newton on Rawcliffe	Failure to provide a service	Explanation Given		Cropton	Initial complaint	22-Sep-2017	31-Oct-2017	1
							TOTAL	7

Number of corporate complaints received (As of 30/09/2017)



Year	Number of Complaints
2017/18 (as of 30/09/17)	19
2016/17	29
2015/16	62
2014/15	54

2017/18 (As of 30/09/2017)

Department	2017/18 complaints	Completed within 5 working days
Customer Services	4	50%
Place Team	6	33%
Streetscene	6	83%
Community Team	1	100%
Facilities	2	50%
	19	

2016/17

Department	2017/18 complaints	Completed within 5 working days
Revenues and Benefits	6	33.3%
Development Management/Place	11	27.3%
Economy and Community	1	100%
Facilities	2	100%
Health and Environment	2	100%
Legal Services	2	50%
Streetscene	5	75%
	29	

2015/16

Department	2015/16 complaints	Completed within 5 working days
Access to Services	6	100%
Revenues and Benefits	12	83%
Development Management/Place	12	67%
Democratic Services	6	100%
Facilities	3	33%
Health and Environment	3	67%
Housing Services	3	33%
Human Resources	2	100%
ICT	1	100%
Legal Services	4	25%
Streetscene	10	90%
	62	