

SUMMARY OF COMPLAINTS LOG

PERIOD: July – September 2010

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	1. Length of time to process appeal.	1	1. Letter sent to customer outlining the appeal process.
Democratic Services		0	
Development Services	1. Unfair conditions imposed on planning decision.	1	1. Letter sent to customer explaining process and actions to date.
Economic & Community	1. Error in TIC booking resulted in inconvenience and loss of revenue.	1	1. Apology and compensation made for loss of income.
Facilities & Emergency Planning		0	
Finance & Revenue Services	1. Dissatisfaction with pursuit of non payment of Council Tax. 2. Dissatisfaction with pursuit of overpayment.	2	1. Letter sent to customer advising of actions and contact to date. 2. Letter sent to customer advising of actions and contact to date.
Forward Planning	1. Site map on website incorrect.	1	1. Website amended and letter of apology sent to customer.

Health & Environment	1. Lack of progress with dealing with a complaint of neighbours dogs.	1	1. All issues addressed and letter sent to complainant and procedures improved for dealing with dog bite cases.
Housing Services		0	
Human Resources		0	
ICT Services		0	
Legal	1. Conduct of Town Council.	1	1. Letter sent to customer advising the powers of the Town Council and the position of Ryedale Council.
Streetscene Services	1. Condition of public toilets in including cleanliness and state of repair. 2. Dissatisfaction with decision to close Malton Market toilets for refurbishment. 3. Dissatisfaction regarding an Excess Charge. 4. Damage to letter box.	4	1. Letter of apology sent to customer and advising of cleansing schedule and recently agreed improvement programme. 2. Letter sent to customer explaining how the decision was made and offering apologies for inconvenience. 3. Letter sent to customer advising of appeal process and use of Short Stay permit. 4. Letter of apology sent to customer and letter box repaired.
Transformation		0	
TOTAL		12	