

Appendix 3 – Complaint response times across North Yorkshire councils

Response Time in Working Days			
District	Acknowledgement	Stage 1	Stage 2
Craven	5	10	Not specified
Hambleton	Upon receipt	10	10
Harrogate	5	10	30
NYCC	5	15	30
Richmondshire	3	15	15
Ryedale (Revised)	Upon receipt	10	20
Scarborough	Upon receipt	20	20
Selby	5	20	20
York	Upon receipt	5	15