

## Appendix 1

### Lessons learned from complaints received in Quarter 3 2020/21

Complaint	Description	Department	Lessons Learned
Behaviour and attitude of refuse lorry crew	Refuse lorry not reversing down a narrow lane to allow oncoming traffic past and the driver refusing to reverse when asked to by a member of the public.	Streetscene	CCTV footage reviewed and collection crew involved spoken to and reminded of the importance of ensuring they are considerate in their actions to other road users. Apology offered.
Behaviour of enforcement agents	Allegations of aggressive behaviour from the enforcement agent working on behalf of the council to seek debt repayment.	Revenues and Benefits	Offer to create a repayment plan to pay off the outstanding debt. Directed to information on the Council Tax Support Scheme and the Exceptional Hardship schemes run by the council, and signposted to the Citizen's Advice Bureau.
Lack of planning enforcement activity	Following reporting to the council a breach of a planning condition, following alleged activity and associated noise on site in breach of specified working times, no acknowledgement was received.	Planning and Regulatory Services	Apologies offered for not initially acknowledging receipt of the enforcement complaint when it was received and leading to the corporate complaint. However, investigations into the alleged breaches have been undertaken, and a site visit made to reinforce this to the developers and reiterate the agreed conditions.
Business non-compliance with the Covid-19 regulations	Businesses not abiding by Guidance issued by central government in relation to the use of Personal Protective Equipment (PPE) and perceived lack of action from the council to rectify this.	Environmental Health	No formal enforcement action could be taken at the time of the complaint as the guidance issued by Government had not been passed into law. Following receipt of the complaint, further site visits were conducted to reassure the complainant.

**Appendix 1****Lessons learned from historic complaints in 2020/21**

<b>Complaint</b>	<b>Description</b>	<b>Department</b>	<b>Lessons Learned</b>
Closure of public toilets	Frustration with the closure of the public toilets during the lockdown period	Community Team	Explanation that we are trying to strike a delicate balance for our citizens, as some people are asking us to keep amenities closed and others are asking us to open our amenities. As a result of the feedback received, we have begun to open toilets on market days, as this has been a way to ensure the health and safety of our citizens and visitors. Assurance given that the feedback has been taken onboard as part of ongoing risk assessments of the public conveniences
Licence dispute	Questioned why a licence had been given with the restrictions on meeting in groups and social distancing in place.	Environmental Health	Complainant informed that the applicant did not require a licence to operate and did not receive any type of licence or endorsement from Ryedale District Council. Events of this nature are not strictly prohibited at this moment in time by any Coronavirus Restriction Regulations and can go ahead provided they are conducted in a Covid-19 secure way.
Lack of contact from Ryedale District Council before the closure of the last round of the Collective Switching auction	Resident did not receive notification to register for the latest collective switching auction despite being involved in previous auctions	Housing	Apology given for any distress caused. Choices 4 Energy to notify resident of future auctions

**Appendix 1****Lessons learned from historic complaints in 2020/21**

Complaint	Description	Department	Lessons Learned
Ongoing issues with waste and recycling collection	Resident had reported non-collection of bins on three separate occasions. Also, when the bins have been emptied, they have been left next to or in the highway and there is a risk of an accident occurring.	Streetscene	Site visit to the property undertaken and agreed future collection point for waste and recycling. The InCab technology system in vehicles has been updated to this effect. Given the extra waste and circumstances referenced in the complaint, the RDC Commercial Waste service was also suggested as a potential solution.