

Quarter One and Two Corporate Complaints Report

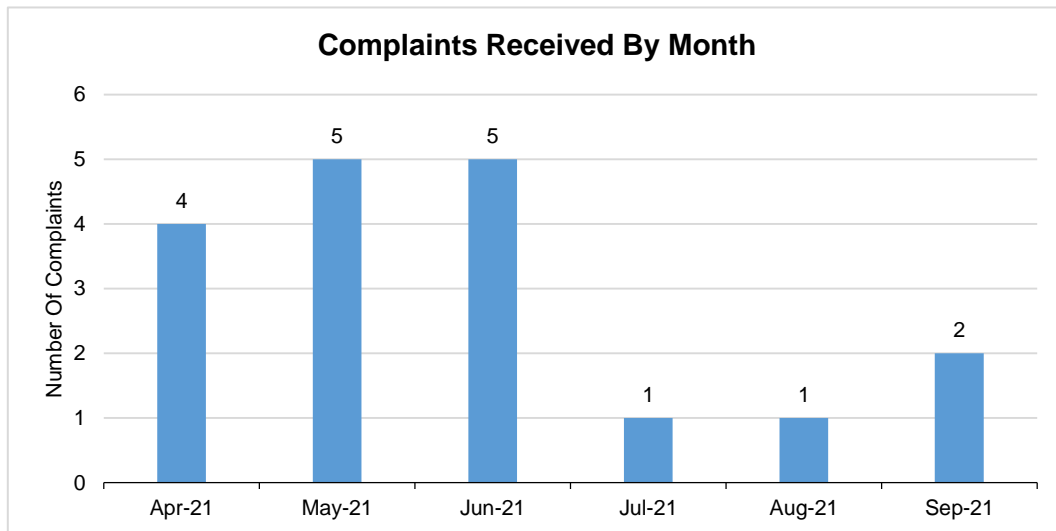
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The report below provides an overview of the corporate complaints received in quarter one from 1 April 2021 to 30 June 2021 and quarter two from 1 July 2021 to 30 September 2021. Within this period 18 complaints were received, 14 in quarter one and 4 in quarter two. The report is broken down into two sections: An overview of all the complaints received during this time period, and timescale for response, followed by an overview of the complaint’s issues raised by complainants.

OVERVIEW OF ALL COMPLAINTS

Throughout the period of April 2021 – September 2021, 18 corporate complaints were recorded.

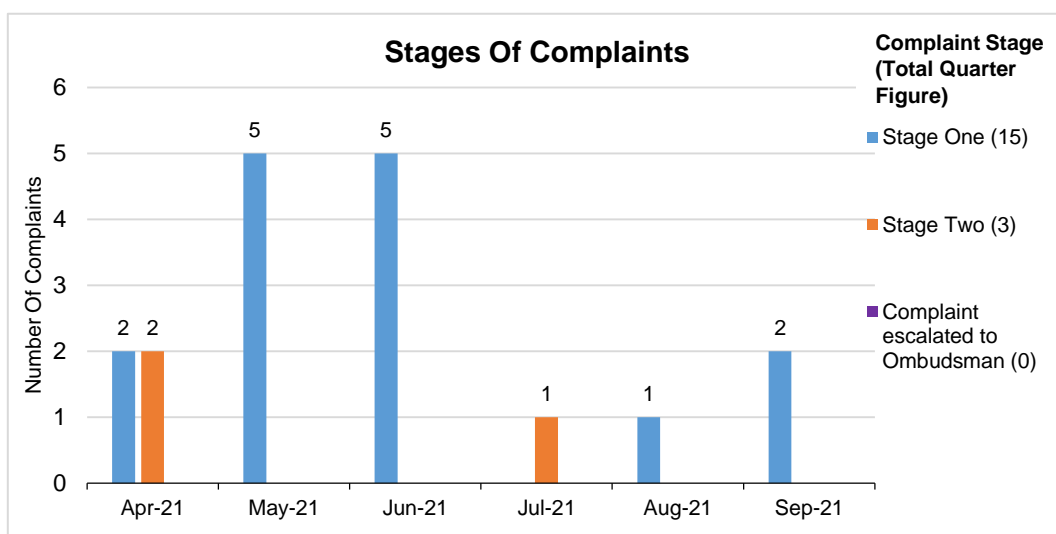
Total Complaints



Complaint Stages

Throughout quarter one, only 2 complaints out of the 14 received were escalated to a formal complaint (Stage 2). The majority of complaints, 12 (86%), did not escalate beyond an initial complaint (Stage 1). In Quarter two, only 1 complaint out of the 4 received escalated to a formal complaint (Stage 2), however one initial complaint (Stage 1) is still ongoing.

Please note the month that the complaint stage is logged in is based on the date the initial complaint was received, it will not be the month that the complaint was raised to a formal complaint.

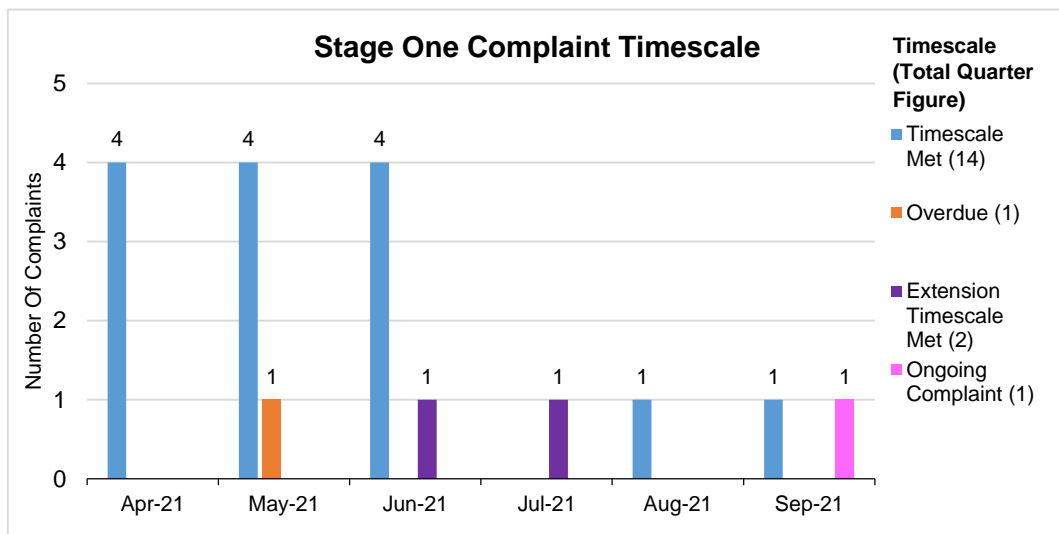


Timescales

Stage 1 Complaint Timescales

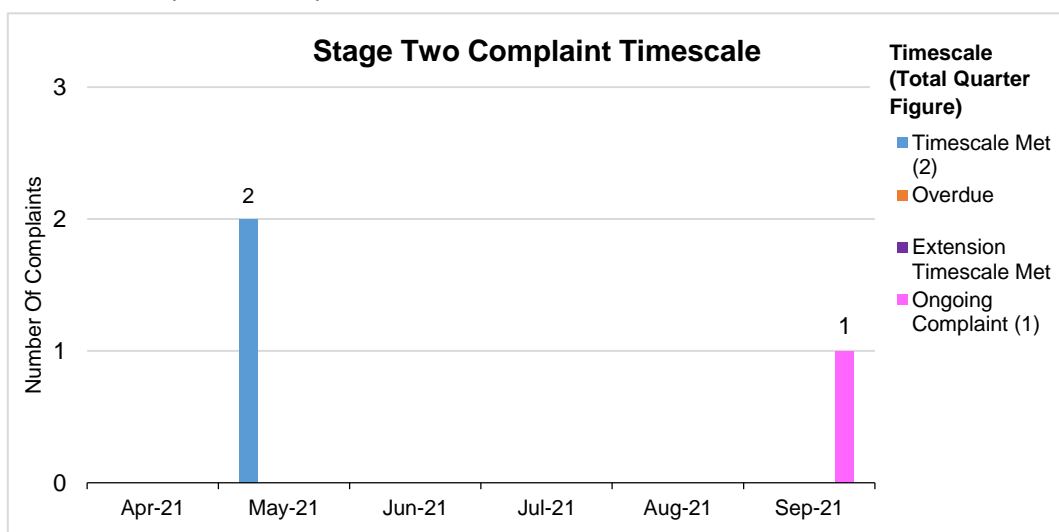
Within the period of April 2021 – June 2021, only one Stage 1 complaint did not meet the timescale set, the complaint was overdue by 1 day. For one complaint received in quarter one, an extension of 10 days was agreed with the complainant due to the complexity of the request and further investigations required, the response was sent by the agreed extension date.

Within the period of July 2021 – September 2021, 50% of Stage 1 complaints met the 10 day timescale set, this may change to 75% as currently a Stage 1 complaint is still ongoing from this quarter. For one complaint received in quarter two, an extension of 10 days was agreed with the complainant due to the complexity of the request and further investigations required. The response was sent by the agreed extension date.



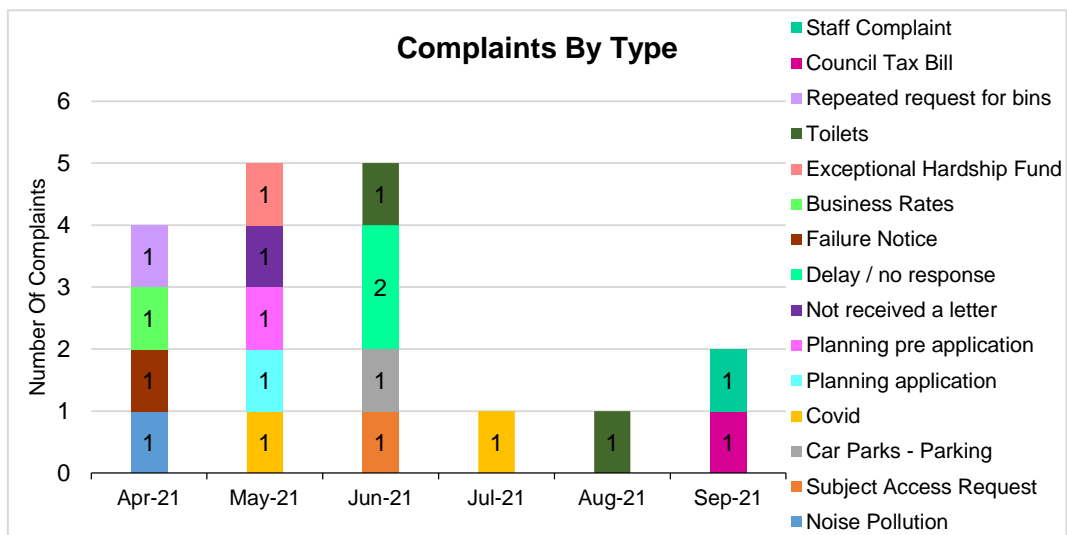
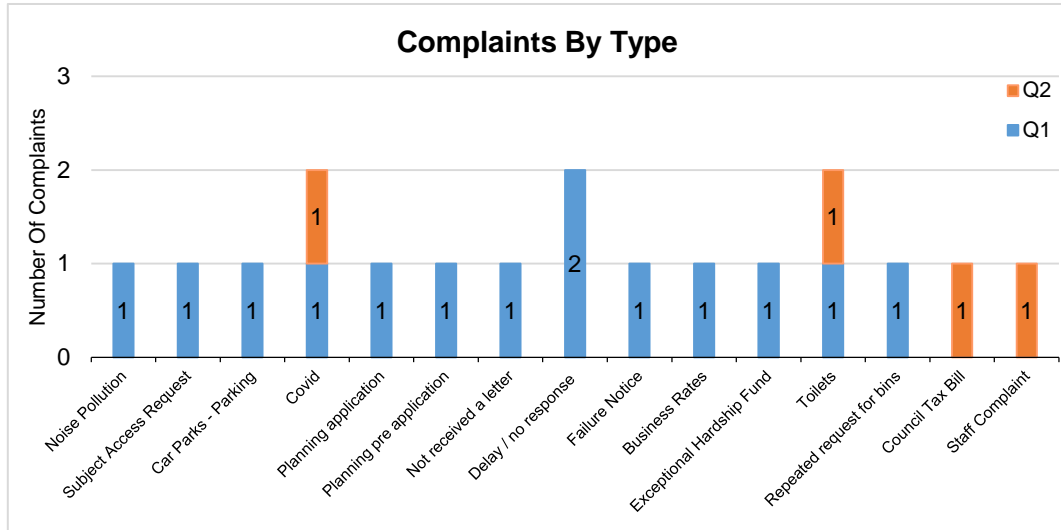
Stage Two Complaint Timescales

Within the period of April 2021 – June 2021, 2 complaints were escalated to Stage 2 of the Complaints Procedure. Within the period of July 2021 – September 2021, 1 complaint was escalated to Stage 2 of the Complaints Procedure, this may change as a Stage 1 complaint this quarter is currently still ongoing. The month in the graphs below are for when notification was received from the complainant and the formal complaint was opened.



Topic of Complaints

Below is a graph which breaks down the complaints into categories, based upon the topic of the complaint and the quarter the complaint was received in. The graph underneath this shows the complaint type by month.



COMPLAINTS OVERVIEW

The table below provides an overview of the topics of the complaints received, timescales met in accordance with our complaint's procedure, outcomes, and service improvements.

Quarter Two

Date	Title Of Complaint	Stage Title	Outcomes
21/06/2021	Complaint regarding repayment of grants	Stage 2	Stage 1 complaint request for an extension in timescale to respond due to the complexity of the complaint. Extension timescale met and response given - investigation showed all procedures had been met. Stage 2 complaint is currently ongoing.
12/08/2021	State of public conveniences	Stage 1	Stage 1 complaint timescale met - investigation identified that a programme of Improvement works are being undertaken with all public toilets in Ryedale and due to be finished later in the year, the complainant was updated.
16/09/2021	Council Tax Bill 2021/22	Stage 1	Stage 1 Complaint timescale met - investigation showed all procedures followed. The service did provide an amended bill to the complainant. Following feedback, the service has emailed all staff in the department with the procedures to prevent the error from occurring again.
30/09/2021	issue around waste and recycling collection	Stage 1	This complaint was still ongoing at the end of Q2 due to its submission at the end of the month. The complainant was visited and issues with the collection service were resolved. Refresher training was delivered to all collection crews. This complaint is now closed.

Quarter One

Date	Title Of Complaint	Stage Title	Outcomes
01/04/2021	Failure Notice	Stage 2	Stage 2 complaint timescale met - investigation showed all procedures had been met.
08/04/2021	Repeated requests for new refuse bins	Stage 1	Stage 1 complaint timescale met - investigation showed a delay had occurred and an apology given. Service improvements being implemented.
13/04/2021	Business Rates	Stage 1	Stage 1 complaint timescale met - investigation showed all procedures had been met.

26/04/2021	Noise Pollution-	Stage 2	Stage 2 timescales met- investigation undertaken, full response provided, all procedures followed.
04/05/2021	Contact with the Council on pre-application advice	Stage 1	Stage 1 timescale missed by one day. Investigation showed that all procedures had been followed.
04/05/2021	Council Tax Complaint - Exceptional Hardship Fund	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The service did provide further assistance to the complainant. Following feedback, the service is providing a more holistic approach to applications.
05/05/2021	Claim from Covid Fund, Charity or Grant	Stage 1	Stage 1 timescale met- investigation confirmed service procedures were followed. Following the feedback, the Service added further information regarding the fund on RDC website.
05/05/2021	Planning Application	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and service timescales met.
20/05/2021	non receipt of neighbour letter	Stage 1	Stage 1 timescale met- investigation showed all procedures were followed and letters sent.
07/06/2021	Delay in resolving an enforcement issue	Stage 1	Stage 1 timescale met- investigation showed that there had been a delay, apology given to complainant. Service had been in the process of recruiting a new enforcement officer. Action taken upon appointment.
14/06/2021	Ignored planning issues	Stage 1	Stage 1 complaint request for an extension in timescale to respond due to the complexity of the complaint. Extension timescale met and response given with follow up actions agreed with complainant.
14/06/2021	Ropery Toilets at Pickering	Stage 1	Stage 1 complaint timescale met- investigation identified that a programme of Improvement works are being undertaken with all public toilets in Ryedale and due to be finished later in the year, the complainant was updated.
24/06/2021	Subject Access Request-	Stage 1	Stage 1 complaint timescale met- Investigation identified complaint upheld and an apology given to complainant. Service improvement to update subject access procedures.
28/06/2021	Motorcycle Parking – Helmsley	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed, customer feedback will be fed into parking strategy.