

Quarter Four Corporate Complaints and Compliments Report

Author	Jade Hutchinson
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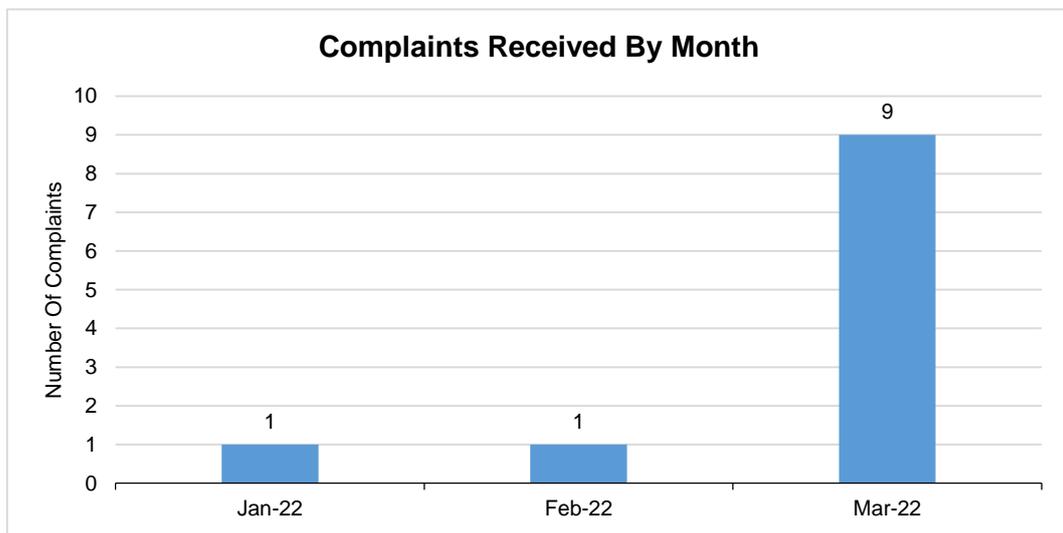
The report below provides an overview of the corporate complaints and compliments received in Quarter four from 1 January 2022 to 31 March 2022. Within this period 11 complaints were received and 21 compliments.

The report is separated into two sections; an overview of the complaints received during this time period, and timescale for response, followed by an overview of the complaint's issues raised by complainants and a summary of complaints received for Quarter four. Followed by an overview of the compliments received during this time period, and compliments by department, followed by an overview of the compliment topic and a summary of compliments received for Quarter four.

OVERVIEW OF ALL COMPLAINTS

Throughout the period of 1 January 2022 to 31 March 2022, 11 corporate complaints were recorded, this is an increase of 4 complaints from quarter three. Quarter four equates to 31% of 2021/22 complaints received.

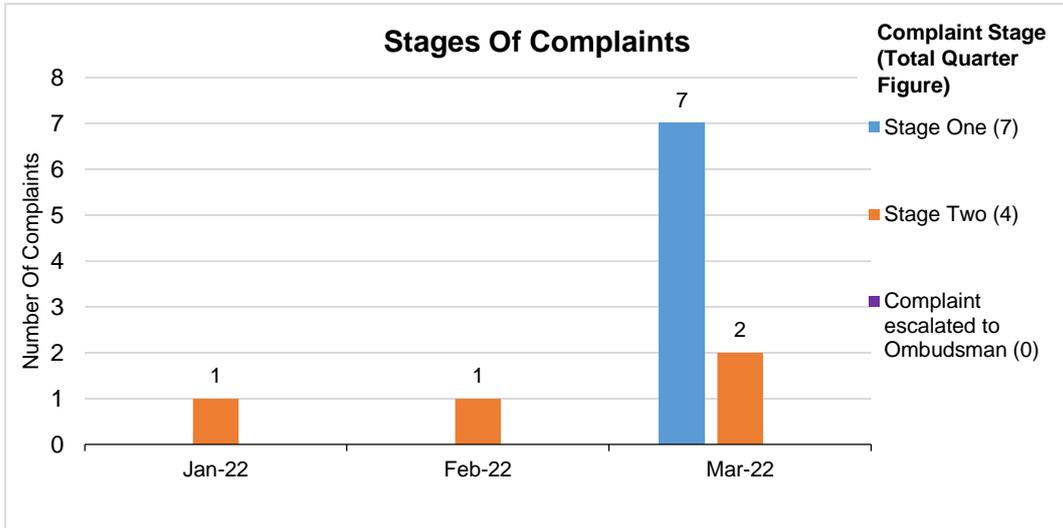
Total Complaints



Complaint Stages

In quarter four, seven out of the eleven complaints received have been dealt with under the Stage 1 process, this equates to 64% of all Q4 complaints. Four Q4 complaints progressed to Stage 2.

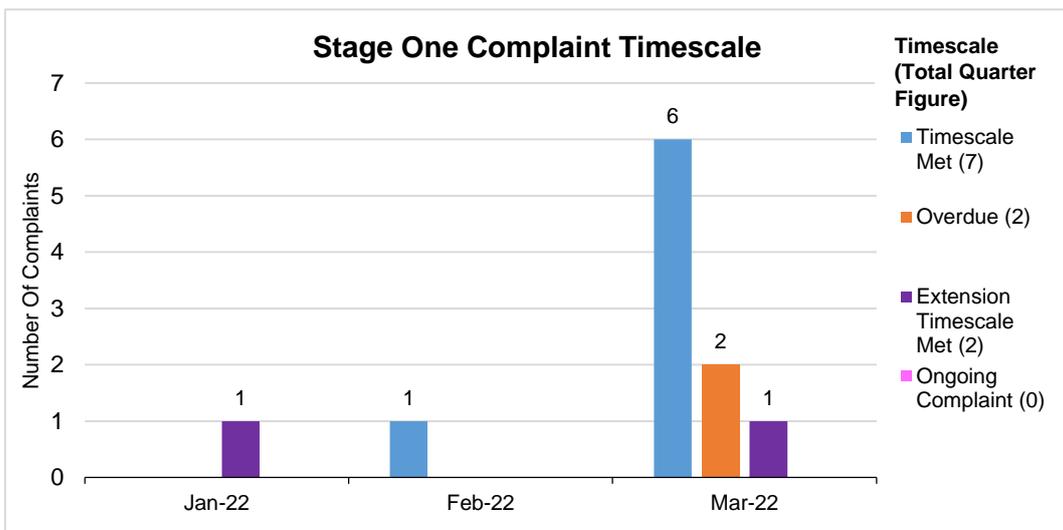
Please note the month that the complaint is logged in is based on the date it was received at Stage 1, it is not be the month that the complaint was progressed to Stage 2.



Timescales

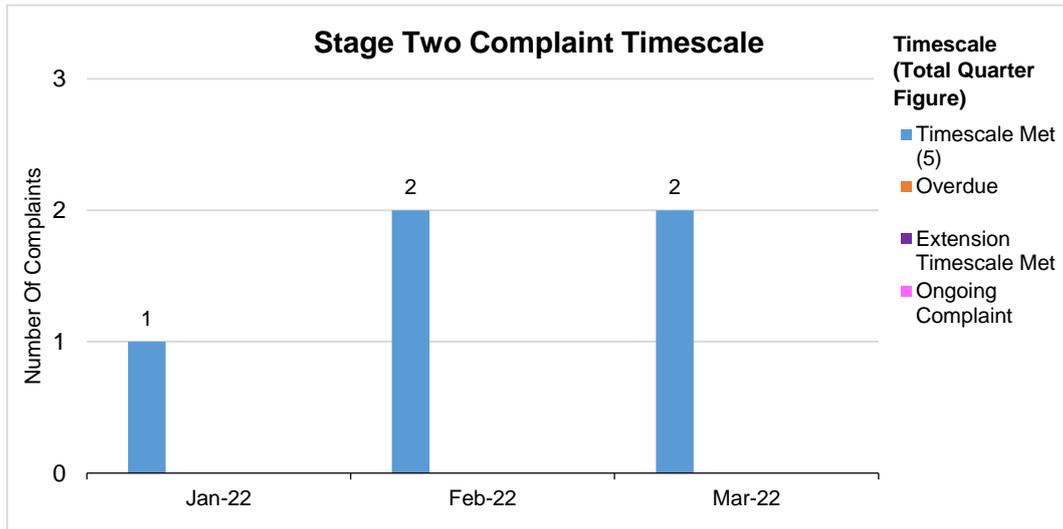
Stage 1 Complaint Timescales

Within the period of January 2022 – March 2022, two Stage 1 complaints received an extension to the Stage 1, 10 day timescale. One extension was due to the complexity of the case, the other complaint required further investigation to produce the complaint response, both extension timescales were met. In total 82% of Stage 1 complaints met their agreed timescale.



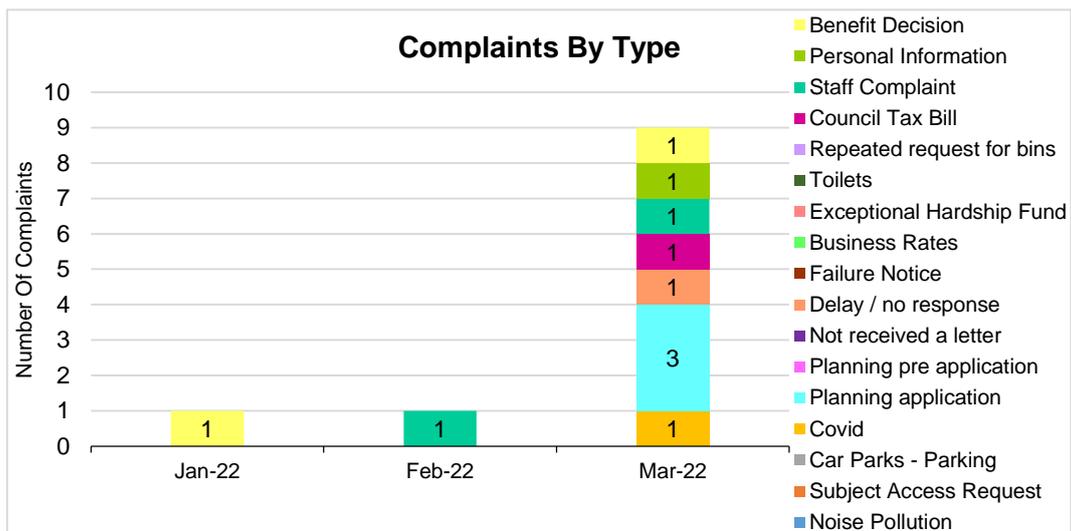
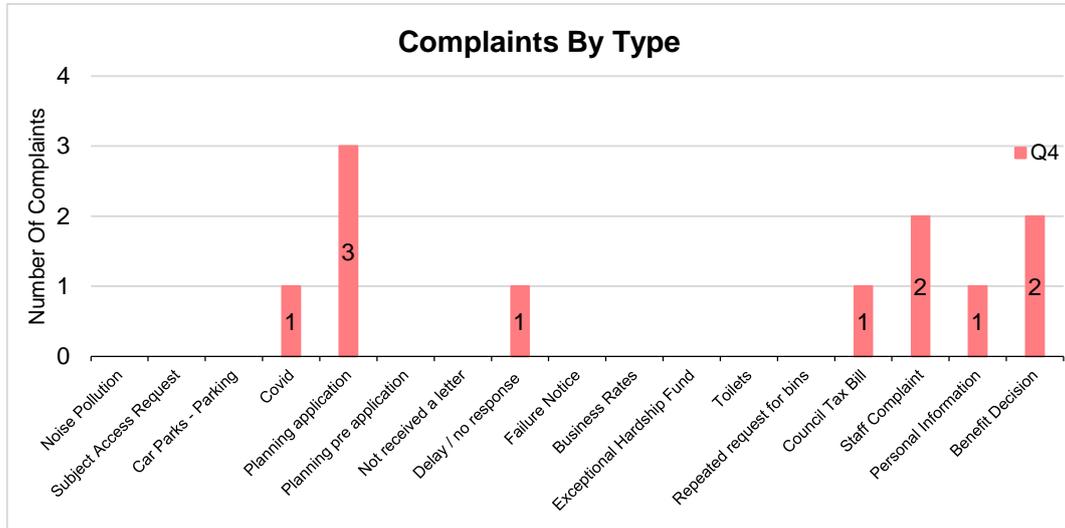
Stage Two Complaint Timescales

Within the period of January 2022 – March 2022, five Stage 2 complaints were submitted, all complaints met the agreed timescale. Please note the January Stage 2 complaint is for a Stage 1 complaint raised in quarter three so accounts for a quarter three Stage 2 figure, the remaining four Stage 2 complaints are all for Stage 1 complaints raised in quarter four. The month in the graphs below are for when notification was received from the complainant and the formal complaint was opened.



Overview of 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 Four

Date	Title Of Complaint	Stage Title	Outcomes
05-Jan-22	Bedroom Tax	Stage 2	Stage 1 complaint granted an extension due to the complexity of the complaint, this timescale was met. The Stage 2 complaint timescale met- investigation identified all council procedures followed.
10-Feb-22	Complaint relating to Public Footpath and Bin Location	Stage 2	Stage 1 and Stage 2 complaint timescale met- investigation identified all council procedures followed.
04-Mar-22	The ARG Grant	Stage 2	Stage 1 complaint granted an extension on the 10 day deadline as the complaint required further investigation to produce the complaint response, this extension timescale was met. The Stage 2 complaint timescale was met. Confirmed the grant allocation was correct but offered to relook at the case as an exception if the complainant provided more information.
09-Mar-22	Personal Information	Stage 1	Stage 1 complaint exceeded the 10 day timescale due to the complexity of the complaint. An apology was issued to the complainant for a delay in response and new timescales were provided.
14-Mar-22	Planning application	Stage 1	Stage 1 complaint timescale met- investigation identified council procedures followed.
14-Mar-22	Planning Application	Stage 2	Stage 1 and Stage 2 complaint timescale met- investigation identified procedures followed.
14-Mar-22	Planning Application	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed.
15-Mar-22	No response to Communications	Stage 1	Stage 1 complaint timescale exceeded. An apology was issued for lack of response to the customer, however, following investigation procedures had been followed in this case.

15-Mar-22	Advice from staff was rude - assistance requested	Stage 1	Stage 1 complaint timescale met- investigation identified Council procedures were followed by the advisor on the phone and their conversation with the complainant was not rude and followed the process in place for the customers circumstances.
18-Mar-22	Benefits Payments	Stage 1	Stage 1 complaint timescale met- An investigation identified a reassessment was required. An apology was given to the complainant and the complaint was fully resolved.
30-Mar-22	Council Tax	Stage 1	Stage 1 complaint timescale met- investigation identified all council procedures followed. All points raised in the complaint were answered.

Quarter Three

Date	Title Of Complaint	Stage Title	Outcomes
04/10/2021	Long Stay Car Park Pay Machine	Stage 1	Stage 1 complaint timescale met- investigation identified council procedures followed.
13/10/2021	Enforcement Complaint	Stage 2	Stage 1 and Stage 2 complaint timescale met- investigation identified procedures followed.
25/10/2021	Community Team	Stage 1	Stage 1 Complaint timescale met- investigation showed all procedures followed. The complainant was offered a new appointment for equipment to be installed.
04/11/2021	Development control handling	Stage 1	Stage 1 complaint granted an extension as key responders were unavailable to aid with the enquiry to form the complaint response and further investigation was needed, the response timescale was met.
26/11/2021	Parking issue	Stage 1	Stage 1 complaint timescale met- investigation identified procedures followed, customer feedback will be fed into parking strategy.
06/12/2021	Car Park issue	Stage 1	Stage 1 complaint granted an extension as further information is required from the complainant, this timescale was met. Following the

			customer feedback, a surveyor will be sent to ensure improvements can be identified and implemented.
13/12/2021	Planning Application Conditions -	Stage 1	Stage 1 complaint granted an extension due to the complexity of the case, this timescale was met - investigation identified procedures followed

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 timescale met, investigation showed all procedures had been met.
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	Stage 1 Complaint timescale met- investigation showed all procedures followed. The complainant was visited and issues with the collection service were resolved. Refresher training was delivered to all collection crews.

Quarter One

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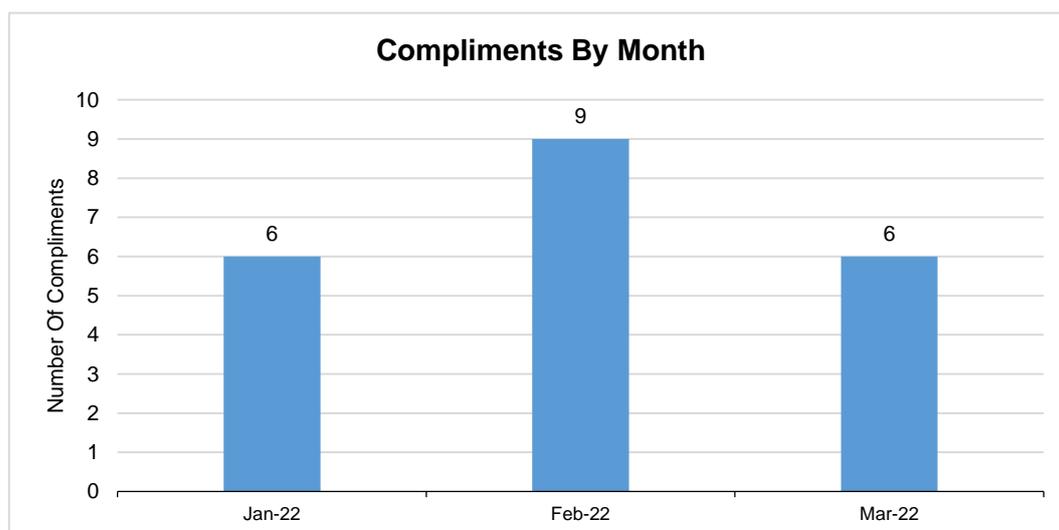
01/04/2021	Failure Notice	Stage 2	Stage 2 complaint timescale met - investigation showed all procedures had been met.
08/04/2021	Repeated requests for new refuse bins	Stage 1	Stage 1 complaint timescale met - investigation showed a delay had occurred and an apology given. Service improvements being implemented.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

OVERVIEW OF ALL COMPLIMENTS

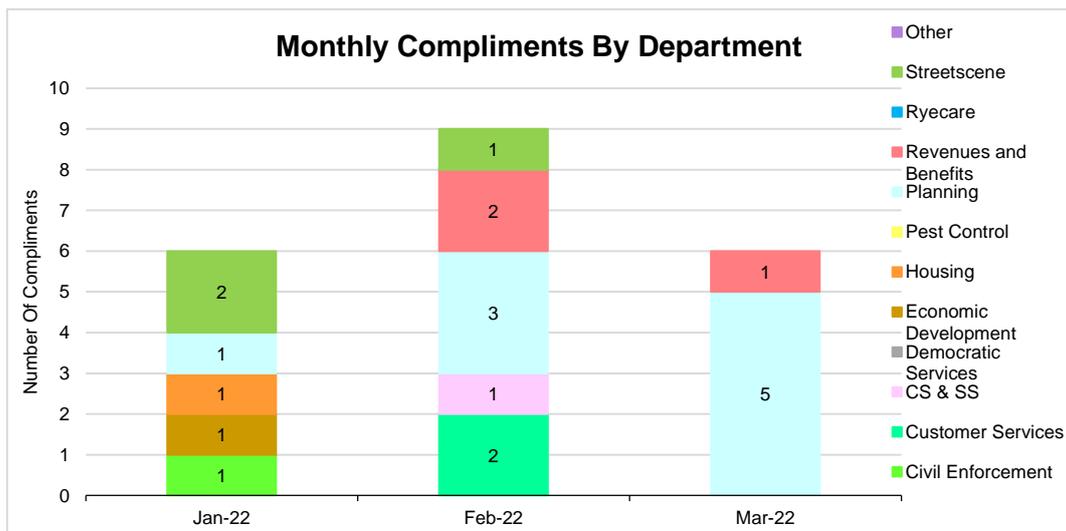
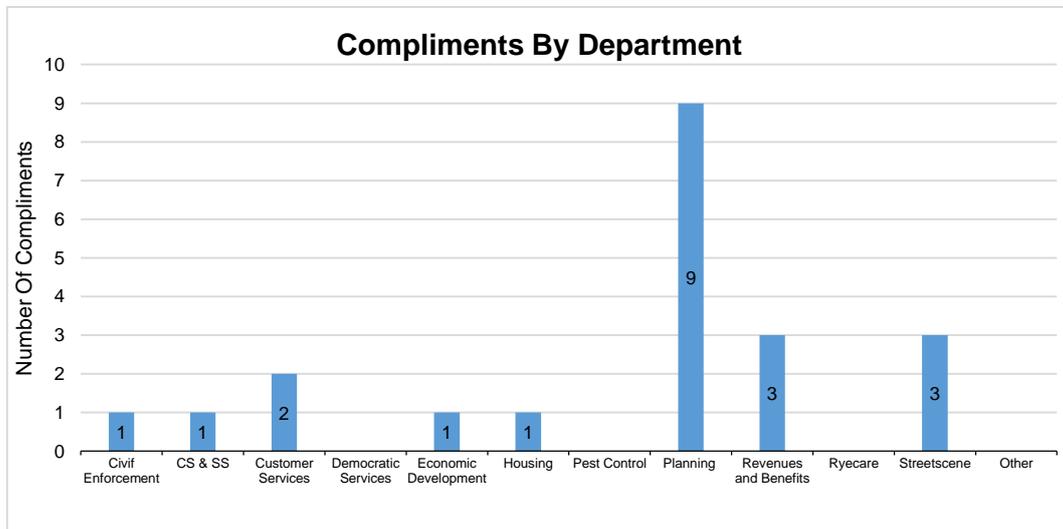
Throughout the period of 1 January 2022 to 31 March 2022, 21 compliments were recorded, this equates to 24% of all compliments for 2021/22.

Total Compliments



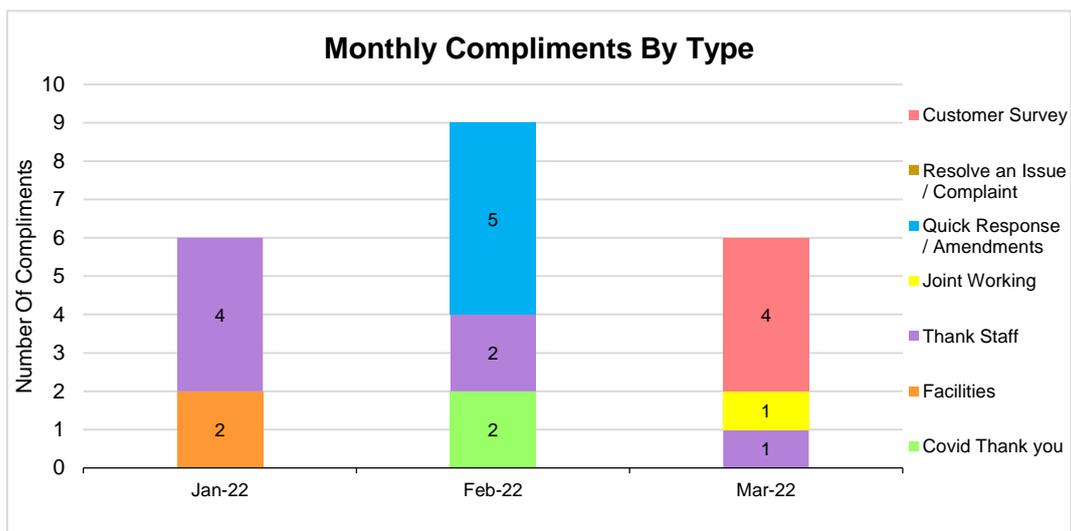
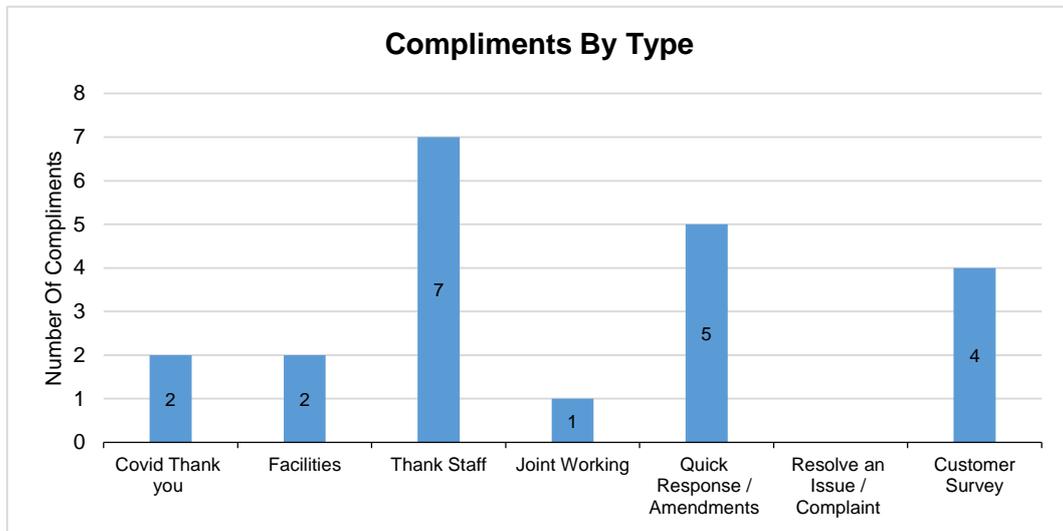
Compliments By Department

Within quarter four, the 21 compliments were received for 7 departments. One compliment was for received for both Customer Services and Streetscene, this is the CS&SS category on the graph.



Overview of Topic of Compliments

Below is a graph which breaks down the compliments into categories, based upon the topic of the compliment. The graph underneath this shows the compliment type by month.



COMPLIMENTS OVERVIEW

The table below provides an overview of the topics of the compliments received, date and department.

Date	Department	Title Of Compliment	Compliment Type & Description
06-Jan-22	Civil Enforcement	Dog Warden	Thank Staff - Thank a staff member for rescuing a dog and their responsiveness.
11-Jan-22	Streetscene	Streetscene	Thank Staff - Thank Streetscene for their efforts in keeping Norton clean.
13-Jan-22	Economic Development	Economic Development - Parking facilities at Helmsley	Impressed with facilities - like the motorhome parking facilities in Helmsley
25-Jan-22	Planning and Regulatory Services	Planning Enforcement	Thank Staff - Thank a staff member for their hard work to achieve a removal of a container.
25-Jan-22	Housing	Housing Team	Thank staff - Thank the team for being professional, proactive and progressive in their work.
27-Jan-22	Streetscene	Public Toilets Kirkbymoorside	Impressed with facilities - impressed with the cleanliness of the public toilets.
08-Feb-22	Streetscene	Household Waste - Streetscene	Thank Staff - Thank a staff member who safely put the waste bins away especially with the weather.
08-Feb-22	Planning and Regulatory Services	Planning	Quick response - a compliment regarding the ability for a staff member to meet the target.
08-Feb-22	Planning and Regulatory Services	Planning	Quick response - a compliment regarding the ability for a staff member to meet the target and return documents.
10-Feb-22	Planning and Regulatory Services	Developer	Quick response - a compliment regarding a staff member who provided a helpful email even though this wasn't relevant to their original query.
24-Feb-22	Customer Service	Post	Thank Staff - Thank the customer advisor team for support to executive support team
24-Feb-22	Customer Service	Ropery Toilets Pickering	Quick response - a compliment regarding how a staff member dealt with an email quickly and professionally.
24-Feb-22	Revenues and Benefits	Help to claim UC	Thank Staff - thank a staff member for all the help they have provided to them.

24-Feb-22	Streetscene and Customer Services	New equipment replacement request	Quick response - a compliment regarding how quickly the new equipment arrived and to thank staff
25-Feb-22	Revenues and Benefits	Omicron Grant	Covid Thank Staff - Thank the team for efficient processing of grants, competence and the explanations given are clear and concise.
03-Mar-22	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
03-Mar-22	Revenues and Benefits	Revenues and Benefits Team from The NYCC Income Maximisation Team at NYCC	Joint working - a compliment regarding how well the team have been aiding mutual clients and aiming towards the same end goal.
10-Mar-22	Planning and Regulatory Services		Customer Feedback - Customer Satisfaction Survey
24-Mar-22	Planning and Regulatory Services	Development Management	Thank staff - thanking a staff member for their help with an application
24-Mar-22	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
24-Mar-22	Planning and Regulatory Services	and Planning	Customer Feedback - Customer Satisfaction Survey

Quarter Three

Date	Department	Title Of Compliment	Compliment Type & Description
05/10/2021	Planning and Regulatory Services	Development Management	Customer Feedback - Customer Satisfaction Survey
11/10/2021	Streetscene	Pickering Bring or Take event thank you	Thank Staff – thanked staff for their help tidying up the event.
18/10/2021	Streetscene	Malton Give or Take event thank you	Thank Staff – thanked staff for their help tidying up the event.
02/11/2021	Streetscene	Blocked Drains Streetscene	Resolve an Issue / Complaint – compliment regarding prompt attention and assistance in finding a resolution to their email.
02/11/2021	Streetscene	Resolved complaint Customer	Resolve an Issue / Complaint – compliment regarding prompt replacement of solar lights.

		Services and Streetscene	
04/11/2021	Planning and Regulatory Services	Requested amendment granted	Quick Response / Amendments – compliment regarding the response to a request which enabled the request to be dealt with in an effective manner.
12/11/2021	Housing	Housing	Thank Staff – thanking 2 housing staff for their help.
12/11/2021	Ryecare	Thanks to staff	Thank Staff – thanking an operative for calling an ambulance.
15/11/2021	Streetscene	Thanks to the Streetscene lads	Thank Staff - thanking operatives for helping them with their heavy garden waste bin.
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Planning and Regulatory Services	Planning	Customer Feedback - Customer Satisfaction Survey
09/12/2021	Revenues and Benefits	Revenues-	Quick Response / Amendments
09/12/2021	Ryecare	Ryecare	Thank Staff – Thank staff for their efforts over the weekend aiding with queries.
10/12/2021	Streetscene	Streetscene	Thank Staff – Thank 2 staff who cleared up leaves outside their property
10/12/2021	Streetscene	Streetscene	Thank Staff – thank the team for taking their bin when they forgot to take it out.
14/12/2021	Housing	Joint working	Joint Working – Compliment regarding a staff member who explained the hub well and aiding another hub.
16/12/2021	Housing	Housing team	Thank Staff – thank a member of the team for their kindness over the phone.
16/12/2021	Revenues and Benefits	Ryedale Revenues	Quick Response / Amendments – compliment regarding agreeing to a payment request relieving a worry for the resident.
16/12/2021	Revenues and Benefits	Ryedale Revenues	Quick Response / Amendments - compliment regarding a name

			change and help with exemption, staff made it so easy.
16/12/2021	Revenues and Benefits	Ryedale Revenues	Quick Response / Amendments – compliment regarding a quick and thorough reply.
21/12/2021	Housing	HOUSING	Thank Staff – Thanking 2 staff for their help with them over the past year.
21/12/2021	Planning and Regulatory Services	Planning -	Thank Staff – thanking a staff member for their help and presentation
21/12/2021	Planning and Regulatory Services	Planning -	Thank Staff – thanking a staff member for their help and the outcome achieved.
21/12/2021	Revenues and Benefits	COUNCIL TAX	Quick Response / Amendments - compliment regarding a staff members swift organisation to apply an exemption.
24/12/2021	Streetscene	Waste equipment delivery	Quick Response / Amendments – compliment regarding swift response and delivery of equipment immediately.

Quarter Two

Date	Department	Title Of Compliment	Compliment Type & Description
14-Jul-21	Other	Out of Hours Feedback	Thank staff – thanking a staff member for resolving an issue out of hours.
14-Jul-21	Housing	Housing Compliment	Thank staff – thanking a staff member for supporting them to move into new accommodation.
14-Jul-21	Planning and Regulatory Services	Land Completion	Quick response- compliment regarding a quick response for planning plot completion.
14-Jul-21	Customer Advisors	Customer Advisor Compliment	Thank staff – thanking a staff member for their manor in handling an enquiry.
21-Jul-21	Democratic Services	O and S Pre-meet	Thank staff – thanking a staff member for providing helpful guidance.
22-Jul-21	Pest control	Pest control	Thank staff – thanking a staff member for how they dealt with the wasp nest at their property.
23-Jul-21	Housing	MARAC Steering Group	Joint working – a compliment regarding how a staff member contributes to the group.
26-Jul-21	Ryecare	Ryecare Team	Thank staff – thanking the Ryecare team for how well they respond to both general and trigger calls.
03-Aug-21	Ryecare	Ryecare	Quick response – compliment regarding how quickly an operator got help by calling an ambulance

			for the callers wife and to say thank you for their help.
04-Aug-21	Planning and Regulatory Services	Planning Customer Satisfaction Survey	Customer Feedback - Customer Satisfaction Survey
05-Aug-21	Planning and Regulatory Services	Planning	Thank staff – Thanking a staff member for being very professional and complimenting how impressed they were with the dialogue when undertaking the planning application process.
05-Aug-21	Planning and Regulatory Services	Planning – Staff member	Thank staff – Thanking a staff member for being very professional and complimenting how impressed they were with the dialogue when undertaking the planning application process.
05-Aug-21	Pest control	Waste and Environment	Thank staff – thanking a staff member for how they dealt with the wasp nest.
13-Aug-21	Revenues and Benefits	Revenues and Council Tax	Quick response – compliment regarding the advice given by the officer was both fast and helpful, the customer really appreciated this.
23-Aug-21	Streetscene	Thornton le Dale recycling	Thank staff – Thanking a staff member that was very helpful even near closing time.
24-Aug-21	Ryecare	Ryecare	Thank staff – Thanking a staff member for the help they received from the service, they are very grateful.
24-Aug-21	Planning and Regulatory Services	Planning	Quick response
27-Aug-21	Streetscene	fly tipping	Thank staff – Thanking the waste team for removing flytipping.
27-Aug-21	Customer Advisors	FOI Response	Thank staff – thanking a staff member for supplying a response to the FO.I
13-Sep-21	Economic Development	Cleveland Way Car Park: Economic Development	Impressed with facilities – A compliment regarding the motorhome parking facilities in Helmsley
14-Sep-21	Customer Advisors and Streetscene	Customer Services	Thank staff – Thanking a staff member for their help with a lost garden waste tab, they were efficient, helpful and reduced the callers stress regarding the issue.
20-Sep-21	Planning and Regulatory Services	House	Customer Feedback - Customer Satisfaction Survey

20-Sep-21	Streetscene	Streetscene work in Helmsley	Impressed with facilities – complimenting regarding the improvement made by the changes to parking facilities in Helmsley.
29-Sep-21	Housing	Housing Support	Thank staff – thanking a staff member for help moving to new accommodation.

Quarter One

Date	Department	Title Of Compliment	Compliment Type & Description
19-Apr-21	Economic Development	Business Discretionary Grants Musical Memories	Covid Thank You –thanking the department for grant payment received.
20-Apr-21	Economic Development	Business support	Covid Thank You – thank a staff member for supplying all the necessary poster and equipment to remain open in line with the guidelines.
22-Apr-21	Economic Development	Hand Sanitiser agreement	Covid Thank You - thank team for supplying hand sanitiser stations.
26-Apr-21	Planning	Planning assistance	Thank staff – thanking a staff member for their assistance with an application.
29-Apr-21	Economic Development	Staff motivation	Thank staff – thanking a staff member on how motivated they were towards an event.
29-Apr-21	Revenues and Benefits	Restart Grant	Covid Thank You – thanking the Revenues team for quickly processed grant payments in the unprecedented times
06-May-21	Democratic Services	Elections Comment	Covid Thank you – thanking the team for the Covid Election measures, they were impressed.
07-May-21	Revenues and Benefits	Restart Grant - Business Rates	Covid Thank You – thanking the team for supporting businesses in the pandemic amazingly through grants.
18-May-21	Customer Services and Streetscene	Customer services and Streetscene	Quick response – a compliment regarding how quickly the staff organised a special collection and also to thank the staff involved.
19-May-21	Customer Services	Customer Services and Streetscene	Quick response – a compliment regarding the prompt service to empty a missed garden waste collection.
03-Jun-21	Customer Services	Positive Customer Service Feedback	Covid help – Thanking the team for checking in on them in Covid.

03-Jun-21	Planning and Regulatory Services	Planning Customer Satisfaction Survey	Customer Feedback - Customer Satisfaction Survey
03-Jun-21	Economic Development	Good Motorhome parking facilities in Helmsley	Impressed with facilities – a compliment regarding the motorhome parking facilities in Helmsley.
10-Jun-21	Planning and Regulatory Services	Customer Satisfaction Survey Planning	Customer Feedback - Customer Satisfaction Survey
18-Jun-21	Planning and Regulatory Services	Planning application	Quick response – a compliment regarding how efficient the department has been with a planning application and the response was within timescale.
18-Jun-21	Customer Services	Customer Service Compliment	Thank staff - Thanking a staff member for being helpful with a parking permit.