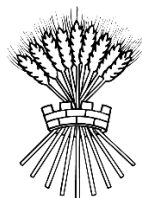


RYEDALE
DISTRICT
COUNCIL



Customer Complaints and Compliments Q3 2022-23 - Appendix A

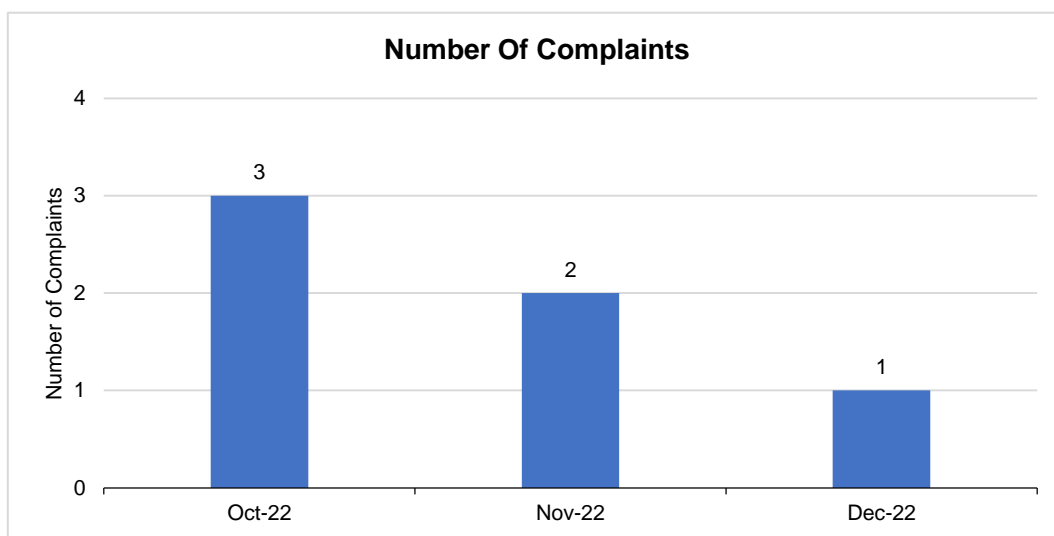
This appendix provides an overview of the corporate complaints and compliments received in quarter 3, from 1 October 2022 to 31 December 2022. During this period, 6 complaints and 16 compliments were received.

The first section provides an overview of all the complaints received during this quarter, including timescales for response, types of complaint and an overall summary. The second section is an overview of the compliments received by department, including the topic and an overall summary.

OVERVIEW OF ALL COMPLAINTS

Throughout the period 1 October 2022 to 31 December 2022, 6 corporate complaints were recorded, this is a 50% reduction in the number of complaints recorded in quarter 2.

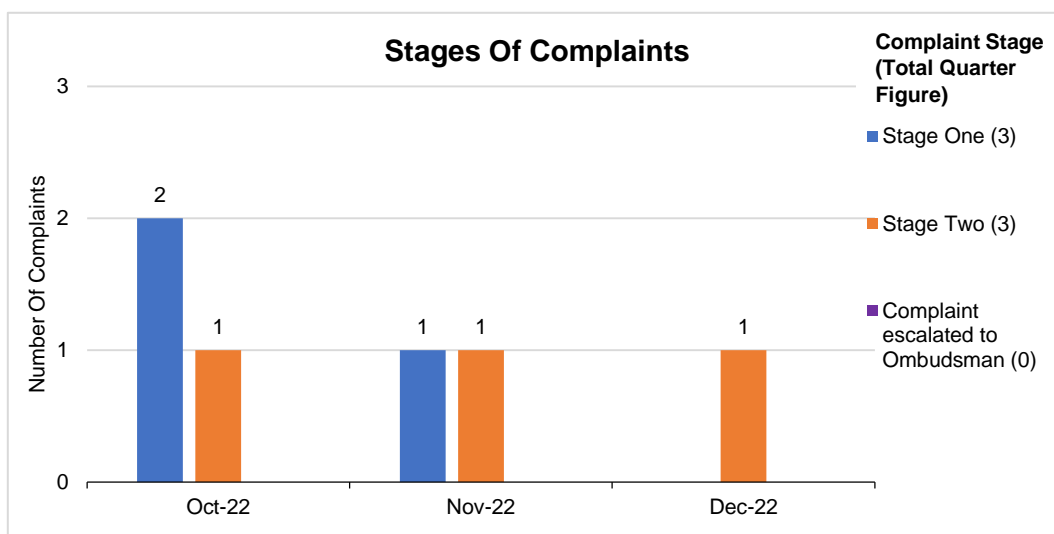
Total Complaints



Complaint Stages

In quarter 3, three out of the six complaints received were dealt with under the stage 1 process, equating to 50% of all quarter 3 complaints. Three quarter 3 stage 1 complaints progressed to the stage 2 complaints procedure.

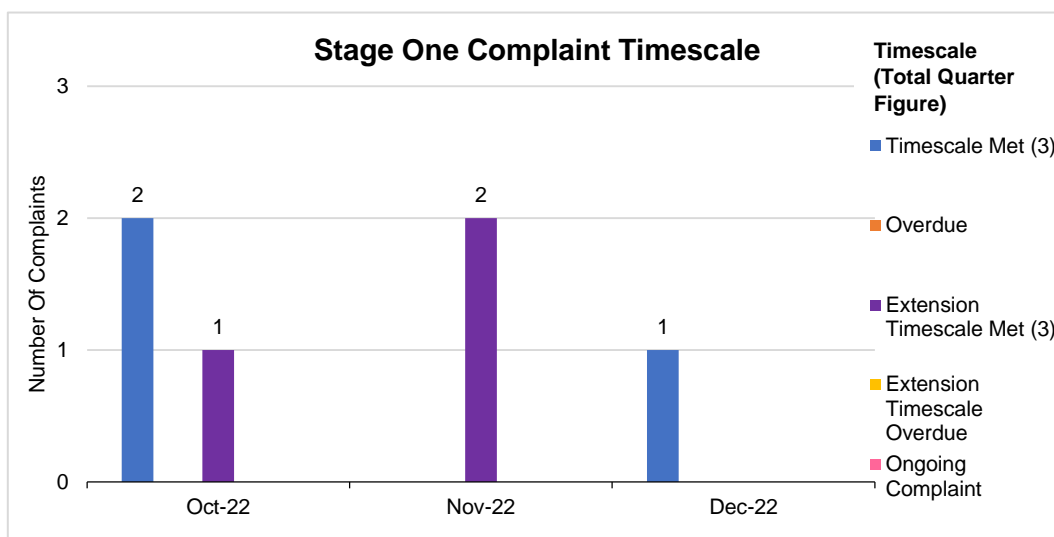
Please note: the date on which a complaint is treated as being received is the date it was received as a stage 1 complaint, not the date on which it was progressed to Stage 2.



Timescales

Stage 1 Complaint Timescales

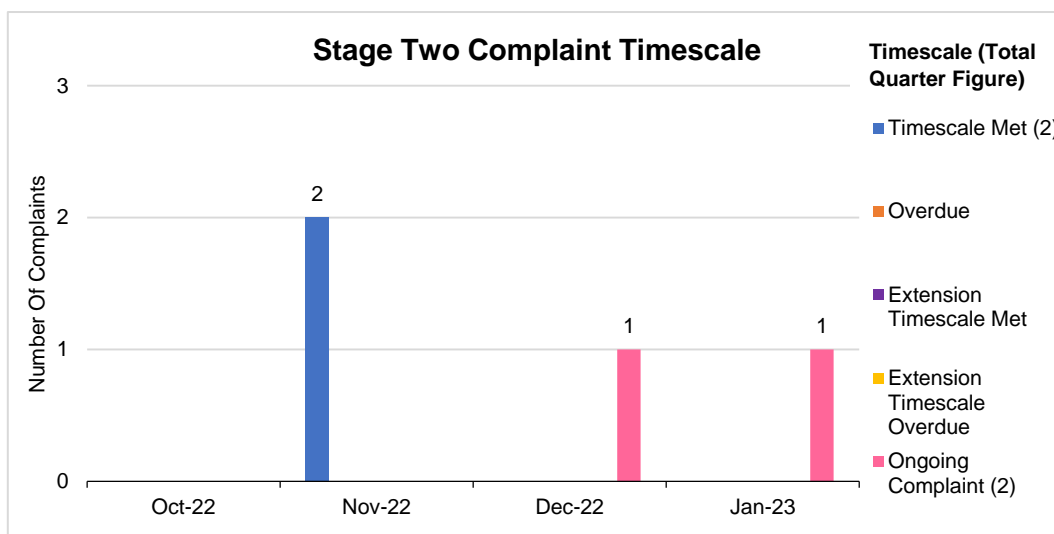
During quarter 3, three stage 1 complaints received an extension to the 10 day timescale. All extensions were to allow further investigation. In total, 100% of stage 1 complaints met their agreed timescale.



Stage Two Complaint Timescales

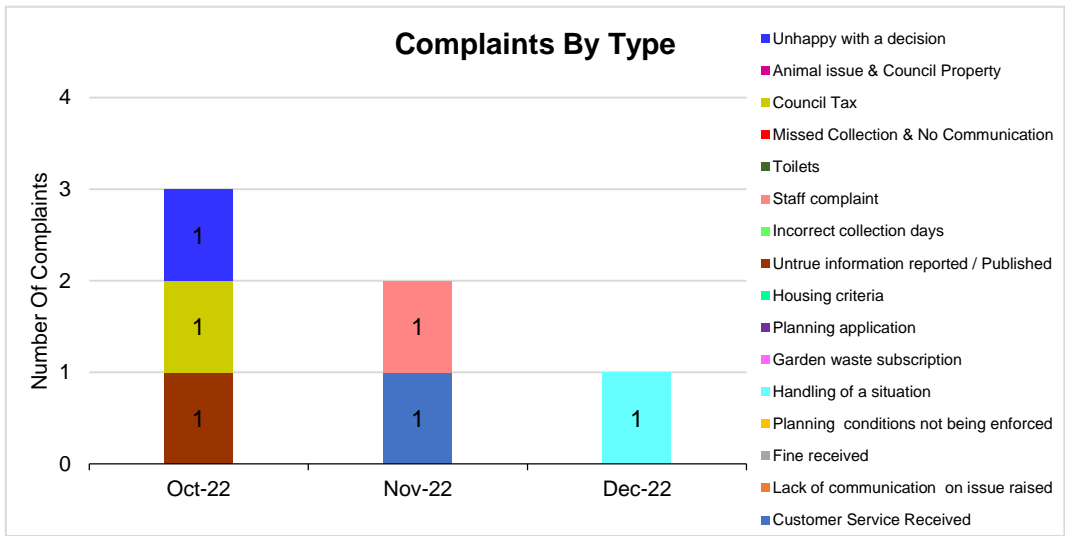
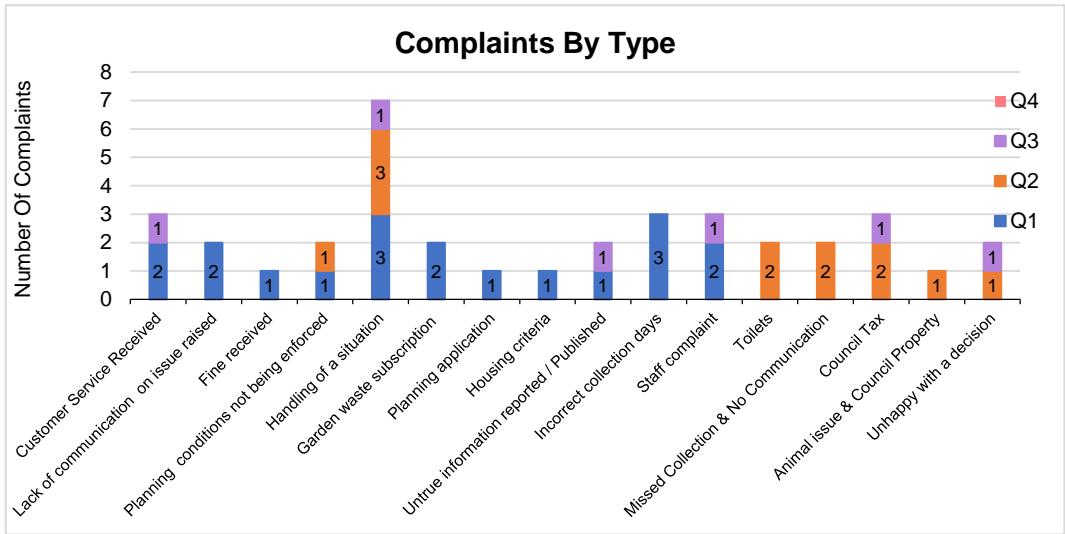
Out of the six stage 1 complaints received in quarter 3, three progressed to the stage 2 procedure. One complaint met the agreed timescale, the remaining two quarter 3 stage 2 complaints are ongoing. The December stage 2 complaint has been granted an extension to receive additional evidence to allow for a full investigation.

One November stage 2 complaint shown below in blue is an escalation from stage 1 complaints received in quarter 2 and the remaining November, December and January stage 2 complaints are escalations of complaints received in quarter 3.



Overview of Complaint Topics

The first graph below shows a breakdown of complaints into categories, based on the topic of the complaint and the quarter in which the complaint was received. The second graph 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 Three 2022/23

Date	Title Of Complaint	Stage Title	Outcomes
14/10/2022	RDC Planning document	Stage 1	Stage 1 complaint timescale met. Investigation found all processes had been followed and this was not an RDC error but an external company complaint.
21/10/2022	Council Tax Direct Payment Plan	Stage 1 & 2	Stage 1 and 2 complaint timescales met. Investigation found all processes and legislation had been followed.
31/10/2022	Bedroom Tax	Stage 1	Stage 1 complaint granted an extension to allow further investigation; this was met. The response explained this is a national policy administered by RDC. Further support was offered for the complainant through the Council's Housing Support team with the issue raised in the complaint.
04/11/2022	Enforcement Complaint	Stage 1 & 2	Stage 1 complaint granted an extension to allow further investigation; this was met. Investigation found all relevant procedures had been followed. Stage 2 complaint granted an extension to receive additional evidence to allow for a full investigation, this complaint is still ongoing as awaiting supporting evidence.
16/11/2022	Pest Control	Stage 1	Stage 1 complaint granted an extension to allow further investigation; this was met. Investigation found the invoice was valid for appointments attended and next steps were offered for the complainant.
08/12/2022	Housing Benefits status	Stage 1 & 2	Stage 1 complaint timescale met. An apology was issued for any confusion that may have been caused but the complaint investigation found the extensive review undertaken allowed for an informed decision to be made. Stage 2 complaint is still ongoing.

Quarter Two 2022/23

Date	Title Of Complaint	Stage Title	Outcomes
04/07/2022	Gents Toilets	Stage 1	Stage 1 complaint timescale met. An apology was given to the complainant, the toilets were inspected and repairs arranged.
04/07/2022	Toilets	Stage 1	Stage 1 complaint timescale met. An apology was issued and service improvements have been identified.

Date	Title Of Complaint	Stage Title	Outcomes
04/07/2022	Rabbits	Stage 1	Stage 1 complaint timescale met. A visit took place and measures put in place with the agreement of the complainant, to prevent reoccurrence.
08/07/2022	Enforcement of planning	Stage 1, 2 & 3	Stage 1 complaint granted an extension to allow further investigation, this was met. Stage 2 complaint was also granted an extension due to additional time being required to fully investigate the complaint, this was met. Investigation found that all planning processing procedures are being followed, however, an administrative error had occurred previously. The complaint was escalated to the Ombudsman. The Ombudsman did not uphold the complaint.
22/07/2022	Event	Stage 1	Stage 1 complaint - granted an extension to allow further investigation, this timescale was met. Investigation found all procedures had been followed and an explanation of the decision was provided. The complainant was satisfied with the response.
25/07/2022	Recycling	Stage 1	Stage 1 complaint timescale met. An apology was issued and service improvements have been identified.
26/07/2022	Missed Recycling Collection	Stage 1	Stage 1 complaint timescale met. An apology was given to the complainant, and service improvements have been identified. The complainant has been provided with new equipment.
28/07/2022	Council Tax Account	Stage 1	Stage 1 complaint timescale met. Investigation found all procedures had been followed.
26/08/2022	Nuisance Complaint	Stage 1	Stage 1 complaint - granted an extension to allow further investigation, this timescale was met. All procedures had been followed and details were provided to the complainant.
02/09/2022	Council Tax Account	Stage 1	Stage 1 complaint timescale met. Investigation found all procedures had been followed.
23/09/2022	Homelessness	Stage 1 & 2	Stage 1 complaint timescale met. Investigation found all procedures had been followed and a full explanation was provided to the complainant. Stage 2 complaint timescale met. Investigation found all procedures had been followed and guidance was provided.
28/09/2022	Additional Waste	Stage 1	Stage 1 complaint timescale met. An apology was issued and staff have been reminded of our procedure, the complainant has also been informed of the council's policy on additional waste.

Quarter One 2022/23

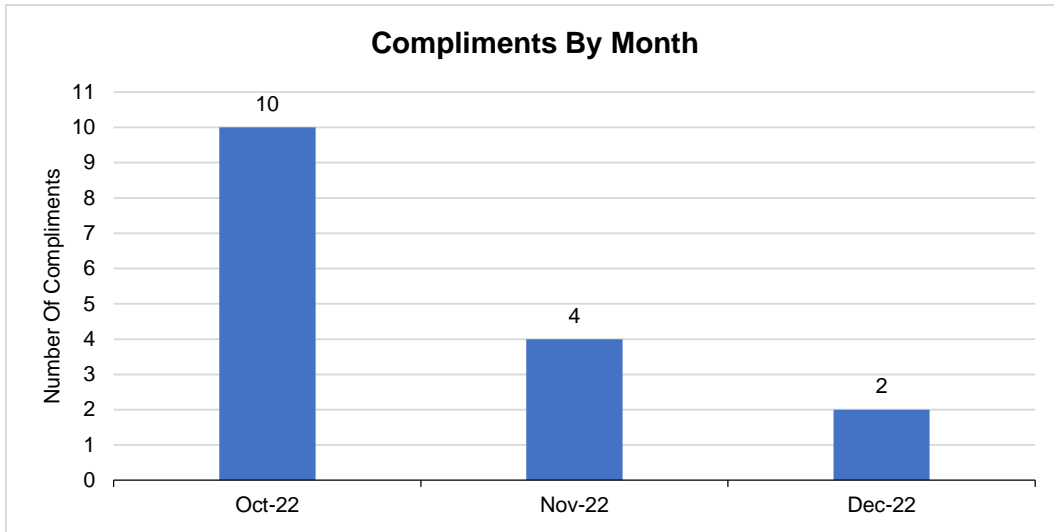
Date	Title Of Complaint	Stage Title	Outcomes
13/04/2022	Planning Application	Stage 1	Stage 1 complaint timescale met. Investigation found all planning process procedures were followed. The service identified that better communication and updates could have been made and this will be incorporated going forward.
14/04/2022	Planning conditions not being enforced.	Stage 1	Stage 1 complaint timescale met. A response letter explained to the customer the difference between planning and enforcement procedures.
07/04/2022	Housing	Stage 1, 2 & 3	Stage 1 and 2 complaint timescales met and full response provided. Complaint in relation to the bidding process for external social housing and confusion over where to complain to. A full response was provided and assistance, help and guidance on moving forward to find alternative accommodation. The complaint was escalated to the Ombudsman. The Ombudsman decision upheld the complaint due to an error on the part of an external organisation acting as an Agent for this council.
27/04/2022	Support at Derwent Lodge	Stage 1	Stage 1 complaint - extension agreed due to further investigation, the extension timescale was met. Apology issued to complainant. Service to update letter template as part of service improvement.
10/05/2022	Garden Waste Collection	Stage 1	Stage 1 complaint timescale met. Garden waste subscription renewal issue. An apology was given to the complainant.
11/05/2022	Poor Customer Service	Stage 1	Stage 1 complaint timescale met. An apology was issued in relation to service delivery and a response to the complaint issue was provided.
13/05/2022	Supported Lettings Complaint	Stage 1 & 2	Stage 1 and Stage 2 complaint timescales met, the customer was satisfied with the outcome.
20/05/2022	Planning Application	Stage 1 & 2	Stage 1 complaint timescale exceeded. Investigation identified that this was still an open planning case but is under investigation. The stage 2 complaint timescale was met. Investigation found planning processes had been followed.
30/05/2022	Housing	Stage 1	Stage 1 timescale met and procedures followed. An apology was given to the complainant and an explanation regarding housing criteria requirements was provided.
30/05/2022	Approved Parking Spaces	Stage 1	Stage 1 timescale met and procedures had been followed. No further action for the service was required.

Date	Title Of Complaint	Stage Title	Outcomes
01/06/2022	Statutory Nuisance - barking dogs	Stage 1 & 2	Stage 1 complaint - granted an extension due to the complexity of the case. Stage 2 complaint was also granted an extension to allow further investigation. Investigation identified that some procedures were not met and an apology was given. Service improvements were identified from this.
08/06/2022	Planning Committee	Stage 1	Stage 1 complaint - extension granted due to the complexity of the complaint. The extension timescale was exceeded by one day and the customer was kept informed of this. All planning procedures were followed but an apology was issued to the complainant for the customer service provided.
13/06/2022	Missed Recycling	Stage 1	Stage 1 timescale met. An apology was issued and service improvements have been identified.
15/06/2022	Stray Dog Fine	Stage 1 & 2	Stage 1 timescale met. Stage 2 timescale extension granted; this timescale was met. All legislation and procedures had been followed.
21/06/2022	Recycling collection misinformation.	Stage 1	Stage 1 timescale met. An apology was issued and service improvements have been identified.
22/06/2022	Incorrect Information	Stage 1	Stage 1 complaint timescale exceeded. An apology was issued and service improvements have been identified.
24/06/2022	Assisted Waste	Stage 1	Stage 1 complaint timescale met. An apology was given to the complainant and service improvements have been identified.
27/06/2022	Customer Satisfaction Survey for Planning.	Stage 1	Stage 1 complaint granted an extension due to the complexity of the complaint. All procedures had been followed but an apology was issued in relation to experiencing communication difficulties from the relevant service.
27/06/2022	Missed Garden Waste Collections	Stage 1	Stage 1 timescale met. An apology was given to the complainant and service improvements have been identified.

OVERVIEW OF ALL COMPLIMENTS

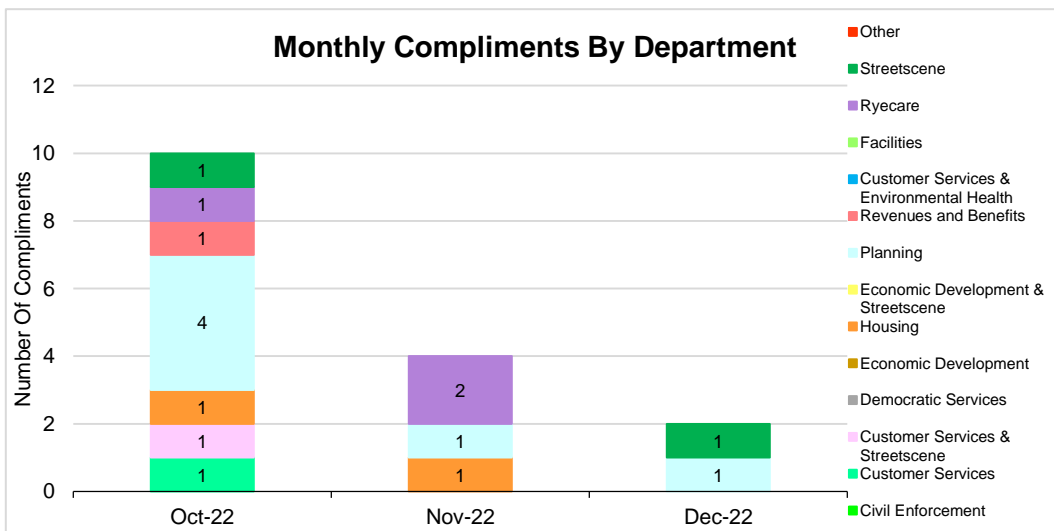
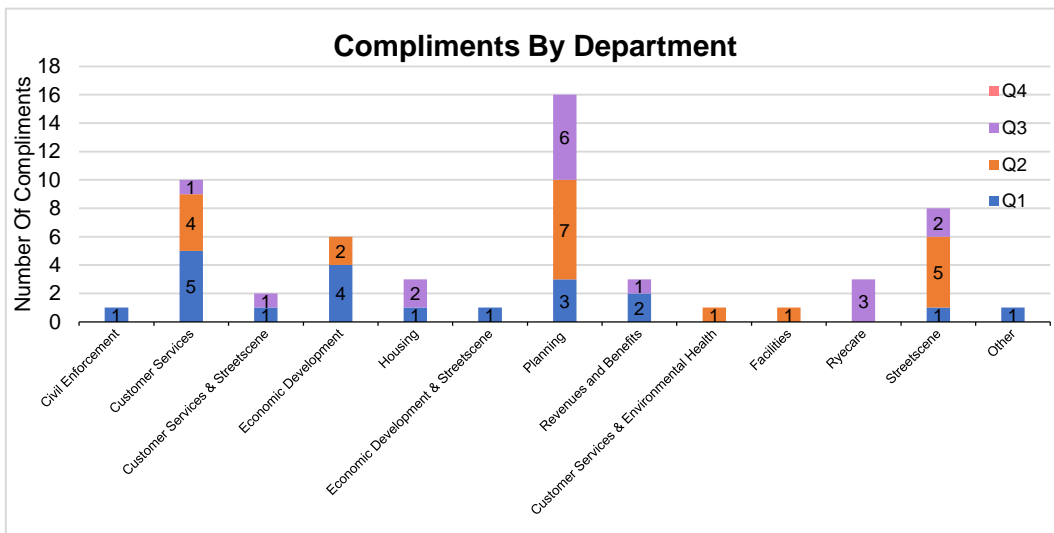
Throughout the period 1 October 2022 to 31 December 2022, 16 compliments were recorded.

Total Compliments



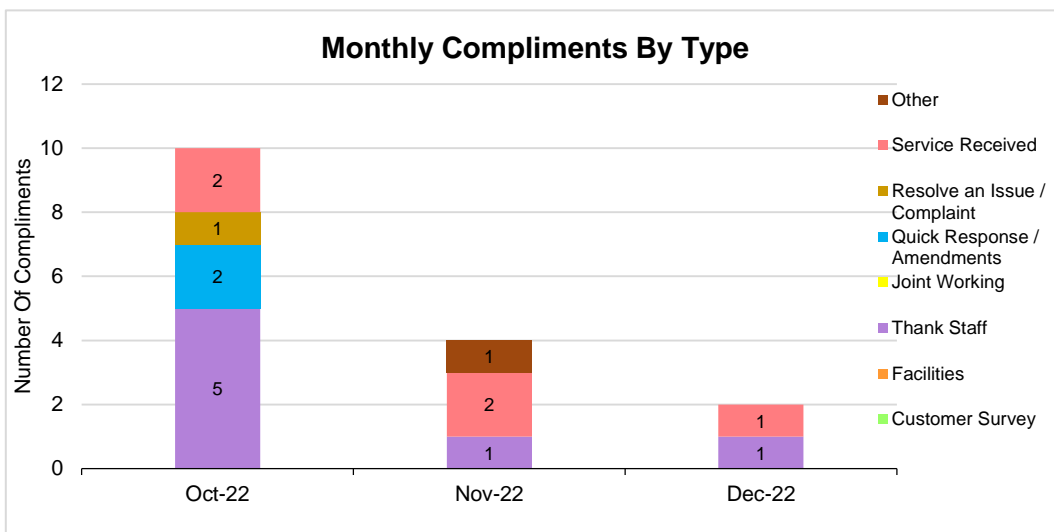
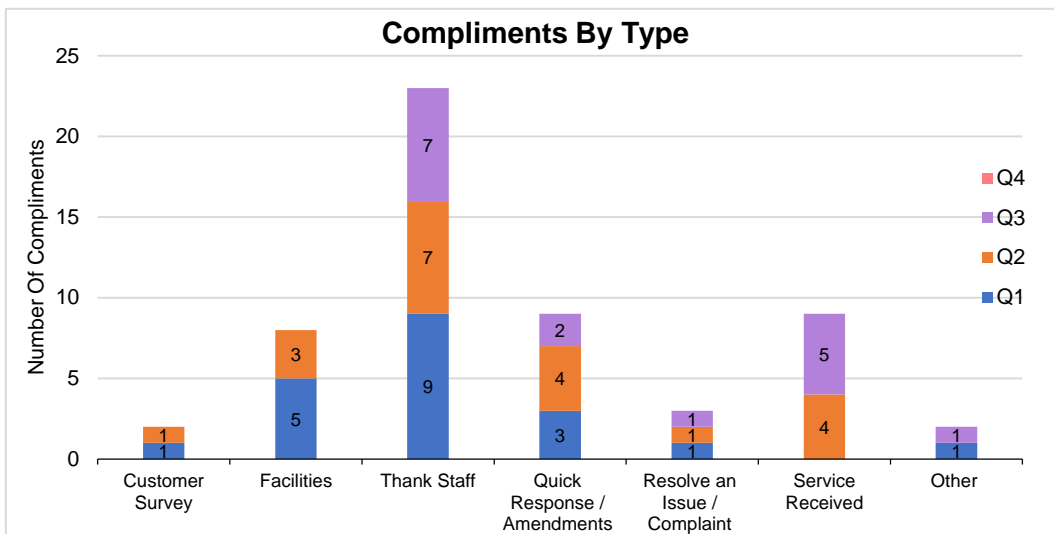
Compliments By Department

During quarter 3, 16 compliments were received in relation to 6 departments.



Overview of Compliment Topics

The first graph below shows a breakdown of compliments into categories, based on the topic of the compliment. The second graph shows the compliment type by month.



COMPLIMENTS OVERVIEW

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

Quarter Three 2022/23

Date	Title Of Compliment	Department	Compliment Type & Description
06/10/2022	Missed Collection	Streetscene	Resolve an issue / complaint - Thank the team on rectifying their complaint and compliment the individual who emptied their bin for being polite and courteous.
06/10/2022	Planning Officer	Planning	Service Received - Compliment a staff member on their professional conduct throughout an application. The officer advised with a clear and concise approach in a fair manner which helped manage expectations in the process, as well as conducting tasks with speed and efficiency.
06/10/2022	Revenues - Thank you Email	Revenues & Benefits	Thank Staff - Thank a staff member for their help and understanding with a situation.
07/10/2022	Wheelie Bin Repair	Customer Services & Streetscene	Quick Response / Amendments - Thank a customer advisor and the Streetscene team for the quick repair of their bin.
11/10/2022	Ryecare	Ryecare	Service Received - Pass on thanks to staff from residents who compliment the staff on being kind, caring and reassuring when help is needed or accidental presses occur.
11/10/2022	Customer Services	Customer Services	Thank Staff - Thank a staff member for being friendly and helpful with their query.
13/10/2022	Development Management	Planning	Quick Response / Amendments - Thank the team for their prompt response to an enquiry.
21/10/2022	Planning	Planning	Thank Staff - Thank staff members for their help.
27/10/2022	Planning	Planning	Thank Staff - Thank a staff member for their help on an application.
28/10/2022	Housing	Housing	Thank Staff - Thank an officer for the work assisting them to find a suitable property.
01/11/2022	National Energy Awards	Housing	Other - Congratulate the team on receiving two awards.
08/11/2022	Planning	Planning	Thank Staff - Thank an officer on their assistance with a development.
17/11/2022	Ryecare	Ryecare	Service received - Compliment a staff member on making an excellent impression in the district.
17/11/2022	Ryecare Service	Ryecare	Service Received - Thank staff for their service provided in alerting them of an alarm as they were the quickest responder. With this alert and prompt action from the team the resident would have died.
13/12/2022	Recycling Crew	Streetscene	Service Received - Thank the recycling crew for always being helpful and returning their boxes.
13/12/2022	Planning Officer	Planning	Thank Staff - Thank an officer for going above and beyond and being helpful.

Quarter Two 2022/23

Date	Title Of Compliment	Department	Compliment Type & Description
13/07/2022	Grass Verges	Customer Services	Quick response / amendments - Thanking staff for their quick, helpful response.
13/07/2022	Response	Customer Services & Environmental Health	Quick response / amendments - Thanking staff for their quick response to an FOI and for supplying helpful additional information.
13/07/2022	Response to Decision Notice	Planning	Thank Staff - Thanking staff for their help and advice in relation to an application.
13/07/2022	Waste bin	Customer Services	Thank Staff - Thank staff for their help with new equipment.
14/07/2022	Car park	Economic Development	Impressed with facilities - Complimenting the motorhome parking facilities in Helmsley
15/07/2022	Complaint Response	Facilities	Resolve an issue or complaint - Thanking a staff member for the way in which their complaint was resolved.
15/07/2022	Refuse Operatives	Streetscene	Thank Staff - Thanking crew for returning to empty their neighbours bin which carers had forgotten to put out.
19/07/2022	Helmsley Car Park	Economic Development	Impressed with facilities - Complimenting the motorhome parking facilities in Helmsley
21/07/2022	Customer satisfaction survey	Planning	Customer Satisfaction Survey
21/07/2022	Assisted waste collection	Streetscene	Thank Staff - Thanking crew for returning to collect missed collection and collect extra waste.
15/08/2022	Streetscene	Streetscene	Service Received - Complimenting an officer for their competent, efficient, and friendly management of a complicated situation.
25/08/2022	Customer Service	Customer Services	Service Received - Complimenting an advisor for being polite, calm and friendly on the phone.
01/09/2022	Planning Application	Planning	Quick response / amendments - thanking a staff member for their rapid response which allowed the application to proceed.
01/09/2022	Household waste and recycling	Streetscene	Thank Staff - Thanking staff for always providing a smile and a wave and to let staff know they are appreciated.
02/09/2022	Satisfaction Survey	Planning	Quick response / amendments - Customer was impressed with the turnaround of the application.
16/09/2022	Reception	Customer Services	Service Received - Complimenting that the ladies on reception are lovely.
29/09/2022	Streetscene	Streetscene	Service Received - Thanking staff for turning up early for their collection and for being polite and helpful.

Date	Title Of Compliment	Department	Compliment Type & Description
29/09/2022	Planning Officers	Planning	Thank Staff - Thanking a staff member for their detailed reply to a query.
29/09/2022	Planning Officers	Planning	Thank Staff - Thanking a staff member for their assistance.
29/09/2022	Public Footpath Bridge	Planning	Facilities - Complimenting the excellent, superb, new footbridge.

Quarter One 2022/23

Date	Title Of Compliment	Department	Compliment Type & Description
01/04/2022	Removal of Grit Bin	Customer Services	Thank staff - Thanking a staff member for their help in contacting the right teams to resolve their phone query.
01/04/2022	Help from RDC Staff	Civil Enforcement	Thank staff - Thanking two staff members for their thoughtfulness and generosity in stopping to help when suffering a fall and for calling an ambulance.
12/04/2022	Streetscene and customer services	Customer Services & Streetscene	Quick response / amendments - Thanking the department for replacing their damaged bin quickly and efficiently.
12/04/2022	Customer services	Customer Services	Thank staff - Thanking a staff member for providing them with correct information links.
25/04/2022	Ease of using EV charging facility.	Economic Development	Impressed with facilities - Complimenting the electric charging facilities in Helmsley.
25/04/2022	Streetscene	Streetscene	Thank staff - Thanking two cleaners of Pickering toilets who were polite, patient and helpful.
03/05/2022	Planning	Planning	Thank staff - Thanking a staff member for the service they received.
09/05/2022	Council Tax Team	Revenues and Benefits	Quick response / amendments - Thanking the team for how 'on the ball' they are with council tax.
16/05/2022	Helmsley Car Park	Economic Development	Impressed with facilities.
16/05/2022	Helmsley Car Parking	Economic Development & Streetscene	Impressed with facilities.
20/05/2022	Benefits	Revenues and Benefits	Quick response / amendments - Thanking a staff member for their advice, support and reassurance, which eased anxiety around the query.
24/05/2022	Motorhome parking in Helmsley	Economic Development	Impressed with facilities.
26/05/2022	Planning	Planning	Customer Satisfaction Survey.
13/06/2022	Motor home parking in Helmsley	Economic Development	Impressed with facilities.
13/06/2022	Planning - TPO	Planning	Resolve an issue or complaint - Thanking a staff member for their dedication to the issue and explaining the impact on both sides in an unbiased manner.

Date	Title Of Compliment	Department	Compliment Type & Description
16/06/2022	Customer Services	Customer Services	Thanks Staff - Thanking a staff member for their help with their query.
16/06/2022	Customer Services	Customer Services	Thank staff - Thanking a staff member for their help in contacting the right teams to resolve their phone query.
16/06/2022	Housing Support Staff	Housing	Thank Staff - Thanking a staff member for their support and aiding them to receive a DHP.
16/06/2022	Customer Services	Customer Services	Thank Staff - Thanking a staff member for being helpful when booking in their special waste collection.
20/06/2022	Orchids.	Other	Other - Thanking the Council for allowing orchids to grow, rather than them being cut down as in previous years.