

SUMMARY OF COMPLAINTS LOG

PERIOD: January – March 2011

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	<ol style="list-style-type: none"> 1. Dissatisfaction with what staff member had said. 2. Dissatisfaction with length of time to process benefit appeal. 	2	<ol style="list-style-type: none"> 1. Complaint investigated and letter of explanation and apology sent to customer. 2. Complaint investigated and letter of explanation and apology sent to customer. Appeal processed.
Democratic Services		0	
Development Services	<ol style="list-style-type: none"> 1. Dissatisfaction with a planning application. 2. Dissatisfaction with lack of enforcement of planning regulations and lack of correspondence. 3. Dissatisfaction with status of planning application and lack of correspondence. 	3	<ol style="list-style-type: none"> 1. Letter of explanation sent to customer. 2. Dealt with as part of the planning process. 3. Letter of explanation and apology sent to customer.
Economic & Community		0	

Facilities & Emergency Planning		0	
Finance & Revenue Services	<ol style="list-style-type: none"> 1. Dissatisfaction with conduct of bailiff service. 2. Dissatisfaction with delay in actioning change of circumstances (due to transition to new system). 3. Dissatisfaction with manner of staff member. 	3	<ol style="list-style-type: none"> 1. Letter of explanation and apology sent to customer. Resurrected daily reporting to bailiff of direct payments received by RDC. 2. Letter of explanation and apology sent to customer. New system established for dealing with direct debits. 3. Letter of explanation and apology sent to customer.
Forward Planning	<ol style="list-style-type: none"> 1. Dissatisfaction with telephone survey undertaken on behalf of RDC as part of Retail Study. 	1	<ol style="list-style-type: none"> 1. Letter of explanation and apology sent to customer.
Health & Environment	<ol style="list-style-type: none"> 1. Dissatisfaction with adequacy of written response and delay in replying to second letter. 	1	<ol style="list-style-type: none"> 1. Full response letter outlining limitations of our legal controls and apology y for delay in response- Further correspondence received since.
Housing Services	<ol style="list-style-type: none"> 1. Dissatisfaction that an officer would not pass on confidential information in the street. 	1	<ol style="list-style-type: none"> 1. Letter of explanation sent to customer.
Human Resources		0	
ICT Services		0	

Legal	1. Dissatisfaction with CEO expenses following press article.	1	1. Letter of explanation sent to customer.
Streetscene Services	1. Missed collection due to adverse weather conditions.	1	1. Letter of explanation and apology sent to customer.
Transformation		0	
TOTAL		13	