



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 15 DECEMBER 2011

REPORT OF THE: CUSTOMER SERVICES AND BENEFITS MANAGER
ANGELA JONES

TITLE OF REPORT: CUSTOMER COMPLAINTS RECEIVED QUARTER 2
(2011/12)

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period July – September 2011.

2.0 RECOMMENDATION

2.1 It is recommended that members accept the report as attached.

3.0 REASON FOR RECOMMENDATION

3.1 This report includes complaints monitored under individual service complaints systems (**Annex 1**).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period July – September 2011 together with the action taken where appropriate (**Annex 2**).

4.0 REPORT DETAILS

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

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Background Papers: RDC Complaints Procedure

Background Papers are available for inspection at:

http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx