

SUMMARY OF COMPLAINTS LOG

PERIOD: July – September 2011

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	1. Delay in processing benefit application.	1	1. Benefit processed and letter of apology sent to customer.
Democratic Services		0	
Development Services	1. Developments commencing without planning permission.	1	1. One of the developments did have planning permission and the other was subject of an enforcement investigation, customer advised.
Economic & Community	1. Confusion over which guides are replacing what was the Moors and Coast.	1	1. Customer was emailed with explanation and apology.
Facilities & Emergency Planning		0	

Finance & Revenue Services	<ol style="list-style-type: none"> 1. Complainant unhappy about recovery action of the Council's bailiff. 2. Issue of reminder for unpaid council tax to the complainants mother for a value of £6.00. 3. Complainant issued with liability order and stated that officer had not cooperated with her request for a payment card to pay arrears by instalment. 	3	<ol style="list-style-type: none"> 1. Letter sent to customer explaining why action was justified. 2. Letter sent explaining the Council's policy for recovery action for debts over £5.00. 3. Letter sent that explained why the allegations were ill founded.
Forward Planning		0	
Health & Environment	<ol style="list-style-type: none"> 1. Behaviour and actions of a neighbour and lack of action by RDC. 	0	<ol style="list-style-type: none"> 1. Ongoing enforcement action involving RDC, Police, Adult and Community Services and GP.
Housing Services	<ol style="list-style-type: none"> 1. Customer unhappy with advice given to and disputed Homelessness 'Priority Need' status. 2. Customer late for appointment and unhappy that they could not be seen when they arrived. 3. Very unhappy about receiving a letter about enforcement action on 3 empty properties owned by customer. 	3	<ol style="list-style-type: none"> 1. Customer contacted to explain points in letter. 2. Letter sent to customer inviting them to discuss reason for visit and complaint. 3. Explanation provided to customer regarding purpose of letters.

Human Resources		0	
ICT Services		0	
Legal		0	
Streetscene Services	<ol style="list-style-type: none"> 1. Complaint re parking in KMS, Post Office parking and location of PO. 2. Parking around on street in Pickering. 3. Cleanliness of Borogate toilets, Helmsley. 4. Complaint re taxi driver. 	4	<ol style="list-style-type: none"> 1. Customer notified responsibility of NYCC and contact details provided. 2. Customer notified responsibility of NYCC and contact details provided. 3. Letter of apology and explanation sent to customer advising of staff training and procedures for monitoring cleanliness. 4. Investigation of complaint and driver issued with warning.
Transformation		0	
TOTAL		13	