

Planning & Building Annual Complaints Log 2014/15

Complaints summary

Total number of complaints	20
<i>Of these 20 complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	3
Customer service related matters	1
Planning applications	9
Planning Enforcement	2
Response time	6
Other	2

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
30-Apr-2014	Complaint about standard of service received from Planning	Apology to customer.	Discussions with case officer.	06-May-2014
24-Jun-2014	Received an S106 invoice for land already sold and settled.	Change in process. Advised customer and thanked for their valuable feedback.	Letters will in future be sent to the 'owner' in the legal document to check if interest still exists or has been passed on, before an invoice is raised.	11-Jul-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
16-Sep-2014	Complainant feels a planning application has been mismanaged	Provided clarification of the process. Permission has now been granted. Advised that the Council is currently putting in place measures to alleviate resourcing matters.	Council putting measures in place to address resourcing matters.	25-Sep-2014