

## Planning Policy & Transport Annual Complaints Log 2014/15

### Planning Policy & Transport Complaints summary

<b>Total number of complaints</b>	<b>23</b>
<i><b>Of these 23 complaints:</b></i>	
Escalations to Chief Executive	3
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	6
Parking enforcement	10
On-street parking provisions	10
Conservation/Trees	2
Other	1

### 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
22-Jul-2014	Contacted council to complain about parking on an industrial estate but received no response	Email had been forwarded internally to an address which no longer points anywhere. Original parking issues raised dealt with as normal business.	IT removed email address to prevent further occurrences.	23-Jul-2014
28-Aug-	Complaint about new parking	Engineering & Transport Manager	Magnolia Close to be included in the next	Multiple correspondence – 04-

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
2014	restrictions in Floral Way disadvantaging residents.	responded and explained reasons for introducing the scheme; primarily for the safety of pupils attending four local schools. Whilst Magnolia Close may not currently be affected, it was considered likely to be affected by displaced parking from Floral Way. Explained the statutory consultation had been followed and that all vehicles will be treated the same with regard to on-street parking during restricted times.	Traffic Regulation Order review – allowing complainant a second opportunity to object/comment.	Sep-2014 23-Sep-2014 14-Oct-2014
27-Oct-2014	Complaint about the renewal of a parking permit, the associated issuing of a penalty charge notice and general poor customer service throughout the process.	Full apology issued. Advice given as to how to renew online in the future. Parking charge notice refunded.	Staff should be available in the service from 8.30am if those are the published opening hours. Further training for staff member involved as to how new online procedure will work and the availability of temporary permits. Subsequently all data migrated to new permit database therefore problem will not happen again.	28-Oct-2014
19-Jan-2015	Complaint about penalty charge notice received for parking in a marked bay.	Penalty charge notice withdrawn.	Contractor failure. Incorrect road markings now completely removed.	27-Jan-2015
02-Feb-2015	Complaint about a female officer acting inappropriately whilst in uniform in Andover town centre.	Senior Parking Officer responded and thanked customer for raising his concerns. Matter investigated.	Unable to pinpoint to a specific officer, but all staff reminded of the requirement for professional conduct at all times.	02-Feb-2015
13-Feb-2015	Complaint about receiving a penalty charge notice when an attempt had been made to	Senior Parking Officer responded and explained the sequence of events as shown on the Council's RingGo	Changes made to RingGo booking system to allow customers to book from 0500 daily.	25-Feb-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
	purchase an all day ticket before 08:30 which was successfully purchased at a later time.	records including the fact that no attempt had been made to purchase a ticket prior to 08:30. It is not the Council's policy to cancel a penalty charge notice (PCN) if a ticket is purchased after the PCN has been issued.  Subsequently escalated to CEX.		
26-Feb-2015	Complaint about introduction of yellow lines in a residential street without resident consultation	Provided clarification as to why yellow lines installed and itemised public notices and advertisements.	Reinforced importance of public consultation in Traffic Regulation Order (TRO) process. Addressed by Traffic Management Team for future TRO's.	13-Mar-2015