

**ANNEX 6****Planning & Building Annual Complaints Log 2015/16****Complaints summary**

<b>Total number of complaints</b>	<b>33</b>
<b><i>Of these 33 complaints:</i></b>	
Escalations to Chief Executive	2
Escalations to the LGO	1
Complaints resulting in learning points or service improvements	9
Planning applications	11
Planning Enforcement	6
Response time	12
Other	4

**Complaints which resulted in learning points or service improvements**

<b>Date</b>	<b>Subject Matter</b>	<b>Action Taken</b>	<b>Lessons Learnt/Process Review/Changes made as result</b>	<b>Date of Response/Closure</b>
23-Apr-2015	Unhappy with the way their planning application is being managed by case officer.	Email sent explaining that regretfully the service has been experiencing delays dealing with applications due to staff shortages.	Service already trying to use resources as effectively as possible whilst understaffed.	11-May-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
7-May-2015	Complaint about lack of acknowledgement or response to correspondence sent to Planning and poor management of their planning application.	Full apology issued.	Service already trying to use resources as effectively as possible whilst understaffed.	12-May-2015
7-May-2015	Complainant raised an objection to a planning application but has received no response and has not been posted on the website.	Apology and acknowledgement to resident. Objections uploaded. Alleged anomalies are being reviewed by the case officer with the applicant.	Case officer reviewing alleged anomalies.	21-May-2015
17-Jun-2015	Complaint about length of time and way a pre-app is being handled.	Provided explanation and apology. Pre-app response was sent shortly after.	Discussions with Tree Officers.	29-Jun-2015
2-Apr-2015	Complaint about handling of planning application.	Provided clarification as to sound reasons why application was deferred.	Application subsequently called in by the Secretary of State for consideration.	29-Apr-2015
8-Sep-2015	Complaint about planning application relating to lack of explanation given to the process required for seeking planning permission.	Explained the procedure to the customer via telephone and email and apologised for the situation.	Customer to be given full details about how their application will be progressed.	11-Sep-2015
8-Sep-2015	Four formal complaints submitted by property owners regarding commercial application. Concerns raised regarding lack of response to previous letter - historically complex case with letters previously sent.	Letter written by HOS apologising for delay in response, apology for administrative error and explanation on how they will attempt to rectify situation.	Recognition that a response should have been provided in a timelier manner. Attempt to rectify the administrative error through serving a Discontinuance Notice. Discontinuance Notice issued and approved by the Secretary of State.	28-Oct-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
6-Oct-2015	Complaint regarding lack of response to FOI, failed to monitor planning obligation and failed to investigate breach of planning.	Email sent by HOS explaining process and offering further advice, guidance and to meet.	Remedial action taken	28-Oct-2015
3-Feb-2016	Complaint regarding a lack of written response to planning application objections.	Apology for lack of response and clarification given regarding planning matters.	Discussion with staff regarding responses to correspondence.	16-Feb-2016