

## Planning Policy & Transport Annual Complaints Log 2015/16

### Planning Policy & Transport Complaints summary

<b>Total number of complaints</b>	<b>21</b>
<b><i>Of these 21 complaints:</i></b>	
Escalations to Chief Executive	1
Escalations to the LGO	1
Complaints resulting in learning points or service improvements	3
Parking enforcement	11
Parking provisions	6
Pathways/cycle routes	2
Staff conduct	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
2-Sep-2015	Having receiving three PCNs in 10 days due to a change of vehicle, the resident is complaining about way they were spoken to by parking supervisor and Engineering & Transport Manager.	Head of Service responded and clarified the process involved in issuing the PCNs and confirmed the consideration of the complainant's appeals was undertaken correctly. Whilst appreciating staff may make the public aware of processes in a formal manner, this was not perceived that way by the complainant and for that the HoS apologised. The HOS will look at ways in which the	To look at ways in which the Service can improve its procedures in similar cases.	17-Sep-2015

		Service can improve its procedures in circumstances such as this one but does not propose to provide a refund on this occasion.		
12-Feb-2016 4-Dec-2015	Proposed Cycle route through Harewood Forest. No response received.	Apologies for nil response to letter dated 4/12/15. Clarification given about access.	Ensure responses are made to correspondence where required.	18-Feb-2016
9-Mar-2016	Complainant contesting parking penalty and unable to make agreed payments as agreed on the payment plan.	Apology given due to handling of the matter. Payment plan put on hold until further information received from CAB relating to financial situation. Signposted complainant to independent penalty charges tribunal.	Staff will be reminded to be more understanding and considerate when dealing with customers.	23-Mar-2016