

Planning & Building Annual Complaints Log 2016/17

Complaints summary

Total number of complaints	28
<i>Of these 28 complaints:</i>	
Escalations to Chief Executive	13
Escalations to the LGO	3
Unhappy with planning application decision	21
Delays/ lack of response	6
Other	1

Examples of complaints that resulted in explicit learning points or service improvements (8)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
27-Apr-16	Unhappy with the way in which a high hedge complaint had been dealt with.	Letter sent with apology and offer of compensation.	Officers advised to ensure that they review all information submitted with an application, prior to making any decisions.	10-May-16
16-May-16	Dissatisfied that the information they requested from the case officer has not been provided.	Apology and information emailed as requested.	Officers reminded of the importance of responding to correspondents promptly.	16-May-16

13-Jun-16	Complaint requesting an audit into the Section 106 relating to the development of Land at West Portway, Andover	HoS response clarifying process and agreeing that deed of variation could have been done prior to approval granted, however this did not impact the outcome.	Reminder to case officers of the importance of checking the site planning history.	1-Jul-16
7-Oct-16	Complaint about a pre-application service and the lack of contact with Officers, the failure to respond to email/telephone calls, and the failure to re-allocate work at the complainant's request to another officer whilst the identified Officer was on leave.	HoS email sent explaining that advice was given over the phone regarding timescales and information necessary for the pre-app services, as well as the Officer's leave and expected response. HoS acknowledged the delay and as this was below the standard of service expected, a full refund of the pre-application fee was given.	Officers reminded of the importance of responding to correspondents promptly.	17-Oct-16
8-Nov-16	Complainant emailed for advice on increasing the amount of space available for car parking outside their property. Followed up with a phone call and still did not receive a response.	Officer visited the complainant's property to advise and apologised for the late reply to their enquiry. Officer enquired with Estates Surveying Technician to ascertain ownership of land. Recommended to contact HCC Highway re the possibility of changing their verge into a car parking area. Details for HCC provided.	Officers reminded of the importance of responding to correspondents promptly.	10-Nov-16 18-Nov-16 24-Nov-16

Test Valley Borough Council - Overview and Scrutiny Committee - 20 September 2017

18-Jan-17	Complainant unhappy with the way their planning application has been handled.	Contact made and meeting held asking for clarification. Email then sent apologising for the delays which resulted from staff changes and shortages in the department.	Fault attributed to operation of the process rather than the process itself.	21-Feb-17
7-Feb-17	Complaint regarding the acoustic fencing along the A303 at Andover Airfield. Complainant claimed that TVBC failed to require the developer to comply with the conditions of the application.	HoS email clarifying current position and apologising for delay in response with reasons given. Confirmation that this will progress and offer given to meet to discuss.	Reminder to staff to keep complainants up to date with steps taken to resolve their complaints.	27-Mar-17
14-Feb-17	Complainant emailed in numerous times, regarding a refusal for tree works, with no response. Complainant has compared their refused application to others that have been approved.	Officer emailed to apologise for delay and explain that every case is taken on its individual merits.	Officers reminded of the importance of properly utilising lists of outstanding applications to ensure matters are being dealt with in a timely fashion.	15-Feb-17