

**Planning Policy & Transport Annual Complaints Log 2016/17**

**Planning Policy & Transport Complaints summary**

<b>Total number of complaints</b>	<b>44</b>
<i>Of these 44 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	1 review of previous LGO decision.
Unhappy with decision/ parking fine/ yellow lines	24
Lack of response	1
Staff conduct	6
Other	13

**Examples of complaints that resulted in explicit learning points or service improvements (3)**

<b>Date</b>	<b>Subject Matter</b>	<b>Response</b>	<b>Lessons Learnt/ Changes made</b>	<b>Date of Closure</b>
12-Sept-16	Complaint regarding the parking restrictions put in place at Valley Park.	E&T Manager contacted complainant to apologise for the delay in responding and to provide an update. Informed complainant that the public car park will be extended.	Failure to respond to previous email. To ensure that all responses are given in a timely manner.	30-Sept-16

10-Jan-17	Complaint about damage to property caused by HGVs used by a nearby business.	Email to resident explaining what steps TVBC are doing to eliminate problems in the future.	Working with the business to restrict their postcode so it is not the same as the residents. (Highways England also involved).	23-Jan-17
21-Jun-16	<p>Complaint regarding the lawn and footpath put in place at the complainant's property. Complainant believed footpath was put in without consent and Council Officer showed unprofessional behaviour.</p> <p>This was initially escalated to the LGO in February 2016. <b>Decision notice given 7 June 2016:</b>                      "There was no fault in the Council's handling of the installation of a footpath or in its dealings with the complainant. The failure to have a written record of the meeting in September 2014 is fault but this is not significant and does not warrant any further action or remedy."</p>	<p>LGO review requested by complainant on 21 June 2016. <b>Review decision notice given 18 July 2016: Previous decision to stand.</b></p> <p>Complainant continued to correspond. Final letter from the Council sent 22 September 2016 and complaint closed.</p>	Written records must be made of any scheme meetings.	22 September 2016