

Planning & Building Services Annual Complaints Log 2017/18

Complaints summary

Total number of complaints	14
<i>Of these 14 complaints:</i>	
Escalations to Chief Executive	6
Escalations to the LGSCO	5
Multi-service complaints	1
Unhappy with planning application decision	4
Enforcement	5
Delays/ lack of response	2
Advice given	2
Other	1

Example of complaint that resulted in explicit learning points or service improvements (3)				
Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
24-Apr-17	Complainant is unhappy with handling of an application and with the delay in dealing with both application and complaint.	HoS response with explanation. Apology also emailed regarding delay in complaint response.	Recognising the importance of responding to complainants promptly and delays lead to frustration and entrenched positions being taken. Staff and managers have been reminded of the importance of dealing with complaints more promptly. Service to monitor complaints more proactively.	17-May-17
3-Oct-17	Incorrect info from Tree Team concerning TPOs and Conservation area in Stockbridge. Dissatisfied with the advice given by the tree team.	Apology given for incorrect information provided by administrative staff and agreed to pay the applicant's costs.	Additional staff training has been given to avoid this reoccurring. Staff have been advised also to ensure they have all the information they need before they provide advice and to provide a holding response while they gather the information necessary to give a full reply.	26-Oct-17

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
06-Mar-18	Complaint made and Planning Officer acknowledged saying they would respond in mid Feb, but complainant still not received anything in 8 weeks.	Email sent by HoS to apologise for the delay and clarification provided on original complaint.	Recognising the importance of responding to complainants promptly and delays lead to frustration and entrenched positions being taken. Staff and managers have been reminded of the importance of dealing with complaints more promptly. Service to monitor complaints more proactively	12-Apr-18