

Planning and Building Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	25
Multi-service complaints	2
<i>Of these complaints:</i>	
Escalations to Chief Executive	8
Escalations to the LGSCO	2
Council error / incorrect action	5
Unhappy with decision taken	9
No response / poor communications	4
Staff conduct	1
Other	6

Example of complaint that resulted in explicit learning points or service improvements (7)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
7 May 19	<p>Complaint that the council granted planning permission for a development, given the proximity to the complainant's home address and resulting in the loss of privacy and value. Resident requested that photos be reviewed of the site next door to property as they have queried if it was within the boundaries.</p> <p>Further email received from complainant to advise that opening windows have been fitted with no glazing to obscure the view. They stated that was not what was advised previously.</p>	<p>HoS response to apologise and clarify that unfortunately the condition referred to in the report was omitted in error on the decision notice. However, the neighbouring amenity was fully considered in the assessment and the bedroom windows will be obscurely glazed to protect the amenity of the properties.</p> <p>Hos sent further email to advise that he will pursue the matter with the agent and apologised for the delay while seeking legal advice.</p> <p>.</p>	Need to ensure that all conditions are included on the Decision Notice	28 May 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
29 May 19	Complaint that the resident's objections to a planning application were not considered and that there was no attempt to reduce the impact of a large development close to their boundary. The complainant also stated that they were not informed of design changes and the planning application was misleading and inaccurate.	<p>HoS response providing clarification and an apology. Confirmed that the planning permission would not be revoked or amendments sought from the applicant to relocate the garage to an alternative position within the plot.</p> <p>Apologies given that the resident and the Parish Council were not given an opportunity to make further comment on the scheme. An apology was also given regarding the error in identifying the distance from the carriageway as 6m. Nevertheless the case officer fully understood the location and effect of the proposal on the area. This has been discussed with officers so that this can be avoided in the future.</p>	Neighbours and the Parish Council should have opportunity to comment on amended plans and officers should ensure measurements are accurately quoted.	12 June 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
18 Jul 19	Complaint regarding a six month delay in processing their planning application.	HoS response to apologise and explain reasons for the delay in this complex case. Rather than refuse the application, clarification and further evidence was sought from the agent. Some evidence was provided which was ambiguous or inconsistent. Apology given as communication with the agent could have been better.	To ensure communication with agents continues, particularly when handing over to another case officer.	24 Jul 19
14 Aug 19	Complaint regarding various planning and enforcement issues at White Chapel, King's Somborne.	Development Manager response to explain that sufficient information was presented with the application to understand the proposal and grounds for the decision was sound. The extension of a boundary wall received no objections from Conservation and Highways and condition requirements were met, so this did not justify enforcement action.	Comments around publicity notices noted.	28 Aug 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
18 Oct 19	Complaint regarding alleged maladministration of Tree Protection Orders.	HoS response to confirm that correct procedure was followed and that the officers concerned acted with professionalism in re-appraising the tree protection orders.	To ensure that local members, parish councillors and agents are also informed of new TPOs.	31 Oct 19
28-Jan-2020	Thinks that parts of an enforcement notice are vague and the local authority had failed in its duty under the Equality Act 2010, to have regard to the need of an individual's disability.	Clarification given	There will be occasions where the Public Sector Equality Duty would be relevant when making a decision to serve a enforcement notice.	12-Mar-2020
14-Mar-2020	Complaint regarding unauthorised advertisements in the bus shelter on Bridge St.	Clarification given	Enforcement Officer did not share with the complainant the reasons why there was no breach of planning control concerning the bus shelter or advertisements within the shelter. Clarification to be provided in future.	23-Mar-2020