

Planning and Building Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	22
Multi-service complaints	1
<i>Of these complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGSCO	6
Council error / incorrect action	2
Unhappy with decision taken	14
No response / poor communications	1
Staff conduct	2
Other	3

Example of complaint that resulted in explicit learning points or service improvements (6)

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
15-Oct-2020	No response regarding report ref 6978021. Wants to replace fence before bad weather.	Relevant manger engaged with team concerning confusion and undertook an audit to review & update processes if necessary.	Duty Planning Officers can no longer re-assign duty calls to another Service but have to 'return' the matter to the Customer Services Team."	15-Oct-2020
02-Dec-2020	Alleged breaches of planning control regarding illegal banner adverts	Enforcement team conducted a further investigation to prove the shutters are now lawful due to the passage of time having been in existence for more than four years.	For future cases the Enforcement team will prove matters beyond the balance of probability for the sake of completeness.	07-Dec-2020
12-Jan-21	Unhappy with the way a planning application was handled.	Clarification and apology given	Suggest that duplicate application is submitted but with upgraded Ecology information taking into account the seasonal nature of Ecology submissions. Case and Ecology Officers aware of the need to keep the Agent updated with progress & to resolve any issues in a timely manner.	27-Jan-21

Multi service

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
02-Jul-2020 P&B Revs	Outbuilding conversation - dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.	Apology given for the way this was initially dealt with by staff. Building control manager offered to visit the site to establish if the charge was correct.	Relevant staff engaged with to ensure they are aware of the sensitivity and confidentially issues involved.	16-Jul-2020

Stage 2

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
15-Feb-2021 P&B	Complaint against Planning Officer - Central heating 20-02893	Discussed with relevant team members to ensure that any outstanding issues are dealt with in a timely fashion.'	Team reminded of the importance of timeliness in responding to outstanding issues.	03-Mar-2021

LGSCO

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
27-May-2020 P&B	Felt that the Council failed, when deciding a planning application for a neighbouring development, to properly consider its impact on complainant's amenities - privacy, overbearing, and causes light pollution.	Explanation and clarification given on planning application process. Officers report reviewed to ensure that the effect of the development upon existing residents was taken adequately into account.	Need to ensure we keep complainants up to date on enforcement cases even if no action being taken.	2-Oct-20
28-Aug-21	Historical complaint referred to the LGSCO for the 3rd time. Part of one initial complaint split into two parts by the LGSCO. Remains unhappy with the Council's response regarding a previous complaint about the enforcement of a high hedge notice.	Remedial works undertaken to hedge prior to and following ombudsman decision	Technical error – procedural lesson learnt on how to amend a high hedge notice should the need arise.	18-Nov-21