

ACTION TRACKING FROM LAST MEETING

ANNEX 5

Agenda item title	Action type	Action	Comments
Annual Report on Complaints	Follow-up from Meeting	Further information on the sustained increase in the number of complaints associated with planning matters.	Paul Jackson has been in direct contact with Cllr Burley to understand the issues raised and address some of the points. This is ongoing.
Annual Report on Complaints	Follow-up from Meeting	Investigate how compliments can be recorded	Policy team are reviewing this in the current performance framework to integrate compliments as a standard procedure. No formal arrangements agreed yet.