

ANNUAL COMPLAINTS LOG 2021/22

FOR PLANNING AND BUILDING

EXAMPLES OF COMPLAINTS THAT HAVE RESULTED IN EXPLICIT LEARNING POINTS OR SERVICE IMPROVEMENTS

Complaints Summary

Service Level Complaints	12
Escalation to the Chief Executive	9
Escalated to LGSCO	4

Date	Stage	Subject matter	Action taken	Actions derived from lessons learnt
26/05/21	One	Parkers Farm/ Broadleaf Park development and BT Openreach Civil Engineering depot	Dealt with at service level	Apology provided
19/03/22	One	Supporting documents for a planning application not added to the planning portal	Apology given for documents not being placed on online portal. This is as a result of an administrative error and has been rectified.	Identified specific training requirements