

## ANNUAL COMPLAINTS REPORT 2021/22

## COMPLAINTS ESCALATED TO THE CHIEF EXECUTIVE (STAGE TWO) Total: 18

PLANNING AND BUILDING				
Date	Matter	Action taken	Actions derived from lessons learnt	Closed
11/05/21	Alleged use of forged documents and false historical information during the consideration of planning applications for a site in West Tytherley	Complainant unhappy with 2nd response from the Council. All relevant parties were copied into the email. Been reminded of right to escalate to LGSCO.		21/06/21
04/07/21	Apparent collusion over diversion of footpath 3 West Tytherley	Complainant unhappy with 2nd response from the Council. Reminded of right to escalate to LGSCO.	No Fault	
22/07/21	Complaint about the way he has been treated over the Parkers Farm/Broadleaf development and BT Openreach depot	Complainant informed that the Council has followed the correct processes and procedure.	No fault	11/08/21
05/08/21	Unhappy with the way Planning Officer has dealt with her application	Complainant informed that the Council has followed the correct processes and procedure.		18/08/21
27/08/21	Large garage built in open countryside with Velux windows and lots of windows as big as 2 bungalows with no planning permission	Complaint also received about officer conduct but linked to existing complaint.	No fault	14/09/21
31/08/21	Complaint regarding overlooking from playhouse in neighbour's garden. Request to check if neighbour recently installed electric gates require planning permission. Also dogs barking in early hours of morning (HEH)	Various issues in complaint letter which involved more than 1 service and so delays.	No fault	16/09/22

**ANNEX 8**

19/10/21	Alleged negligence for failing to pursue enforcement action. Allegation that the Council failed to carry out its statutory duties as a result.	Matter was still subject to an application so was unable to respond.		08/11/21
08/11/21	Unhappy with planning application outcome for neighbour's playhouse	Linked to complaint on 31/08/21		23/11/21
12/11/21	Ongoing planning enforcement matter - unhappy with time taken to progress planning enforcement investigation at neighbouring property	An apology for not responding to complainant's initial email. Leader was also cc'd in correspondence and interested to know the outcomes.		26/11/21

<b>HOUSING AND ENVIRONMENTAL HEALTH</b>				
Date	Matter	Action taken	Actions derived from lessons learnt	Closed
23/08/21	Complaint about conduct of member of H&EH.	Chief Executive responded to refute the claims the resident made and clarify that the Council had not breached any data protection regulations		15/09/21
21/09/21	Concerned at the conduct of the Council in dealing with an application for Fit & Proper Person Tests on his sites. Has also requested a refund of fees paid.	Chief Executive responded, stating that the level of fees payable was clearly available on the council's website. Additionally, he noted that the council had offered to refund £224 as a goodwill gesture as the impact of owning multiple sites wasn't clearly available at the time of his application.		12/10/21

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<p>17/11/21</p>	<p>Complainant is being investigated regarding a neighbourhood issue. Alleged that neighbours have been asked to gather evidence and are now taking photos and filming over the garden fence. Has also contacted the Police. In addition, resident was unhappy with an (internal) safeguarding query following his visit to her house. Additionally, she stated she believes Covid protocols were not adhered to officers visited her in late September.</p>	<p>Chief Executive responded on 7 Dec. He reiterated the points made in the stage 1 response - TVBC was right to refer the ASB to C&amp;L as they were best placed to support resident. This was retracted when resident expressed displeasure at this. The Council has never requested footage from any of resident's neighbours. If it received any collected illegally, it would report these to the relevant authorities. TVBC was right to take a safety-first approach and consult internal safeguarding colleagues about concerns, he noted resident's correction of the record. EH team have conducted visits throughout the pandemic: officers both wore face coverings, and the meeting took place outside, with Covid protocols being provided in advance of visit. An apology given that the Covid questions were not raised at start of meeting but instead several minutes in.</p>	<p>Important to ensure wit is communicated that TVBC is one organisation and information sharing between services is to be expected when we are addressing complaints and service requests, where it is appropriate to engage colleagues in other parts of the organisation internally.</p>	<p>07/12/21</p>
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21/01/22	Housing complaint - Unhappy with advice given about Housing Register eligibility which they claim influence their decision to sell their house	<p>Chief Executive responded, setting out the following key points:</p> <ul style="list-style-type: none"><li>- There was no record of the conversation in February 2021, but this was to be expected. However, the letter sent to them in May 2021, rejecting their housing register application clearly set out their ineligibility to join the register as well as the fact the register cannot be relied upon to provide housing in a given timescale.</li></ul> <p>Set out the reasons why the council does not record calls, to ensure compliance with GDPR. Explained the reason why the average wait time is not contradictory to the advice that we cannot accurately predict how long a household may wait.</p> <p>Housing register applicants are able to add additional information to their applications or email these details to the lettings team.</p> <p>Concluded by reiterating the options for support that were available, including the Rent Deposit Loan Scheme and the national Home Swapper scheme.</p>		10/02/22
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18/02/22	Complaint about how the nomination by Test Valley Borough Council for a property has been incorrectly dealt with resulting in Aster Housing refusing to offer the above property to her	<p>Chief Executive responded, repeating earlier apology for the mistaken nomination. He noted the nomination was in error, as the property did not meet resident's needs and so it was correctly rejected by Aster - the nomination was consistent with the previous actions of the council and Aster.</p> <p>Explained that the system was not sophisticated enough to allow for filtering of properties based on need but that would be looked at as an improvement.</p> <p>Refuted resident's assertion that the council's actions were discriminatory but that it would be inappropriate for the council to house anyone in an unsuitable property. He set out that the delay in processing the nomination was due to a number of factors but that if the nomination was successful, it would still have taken time.</p>	Challenges with limitations of the software to be explored with the provider. Complaint discussed with Lettings Team to highlight the issues arising	11/03/22
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<b>ENVIRONMENTAL SERVICES</b>				
Date	Matter	Action taken	Actions derived from lessons learnt	Closed
22/03/22	Not happy with the way his complaint re an abandoned vehicle was handled	Escalated to Chief Executive, however after he spoke to owner of vehicle it was removed, before stage 2 response sent		07/04/22

<b>FINANCE AND REVENUES</b>				
Date	Matter	Action taken	Actions derived from lessons learnt	Closed
08/03/22	Unhappy with how TVBC have handled Council Tax arrears, believes the council should be providing more financial support due to low income.	Response provided calculations for council tax/support in tables to show how they arrived at these figures. Apology that some information was left out of her first Subject Access Request, L&D will be sending fresh information. Resident has been signposted to different charities and support available to her. She was encouraged to apply for the Household Support Grant for additional support.		25/03/22

<b>LEGAL AND DEMOCRATIC</b>				
Date	Matter	Action taken	Actions derived from lessons learnt	Closed
01/10/21	Councillor complaints process – unhappy with way in which complaints made about himself, and by himself, have been handled.	Chief Executive responded to set out how the investigation has taken place and basis for gaining an independent opinion. Escalated to LGSCO		25/10/21
07/02/22	Chief Executive clarified that he was unable to investigate a councillor Code of Conduct Complaint, however, he could investigate the way in which the investigation was conducted. He could find no fault	An apology was made re the delays.		02/03/22