

Estates and Economic Development Services Annual Complaints Log 2018/19

Complaints summary

Total number of complaints	26
<i>Of these 26 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	1, which the Ombudsman declined to investigate.
Multi-service complaints	0
Staff conduct	1
Parking restrictions and permits	6
Parking enforcement	14
Penalty Charge Notices	3
Lack of response/ delay	1
Other	1

Examples of complaints that resulted in explicit learning points or service improvements (4)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
23 Apr 18	<p>Parents park on the yellow area by Vigo School which is not enforced during the school run time.</p> <p>The Ice cream van continually parks on the resident's drop curb and also on the same yellow line, which is putting children at risk.</p>	Response advising that current vacancies are being advertised and the frequency of patrols will increase.	To send enforcement to Vigo road/Colenzo drive twice a month during school hours to try mitigate this issue.	27 Apr 18
21-Aug-18	Complaint that vehicles illegally parked on pavements and on double yellow lines in Nursling Estate are not being penalised with enforcement.	<p>Responses reporting that as a result of additional patrolling including late night enforcement, 32 penalty charge notices have been issued to vehicles parked in contravention of the parking restrictions.</p> <p>Referred some matters to HCC and confirmed that the enforcement team will continue to arrange as much patrolling as resources allow.</p>	Ensuring patrols are made twice a week to Nursling Industrial Estate.	18-Sept-18

11 Oct 18	Complaint on the lack of contact regarding parking situation in Osborne Road, Andover. People are parking in the residents' bays that require a permit.	Officer sent a letter dated 25/10/18 to complainant with an apology for errors in procedures regarding the original enquiry and clarified the original enquiry outlining the restrictions in place in Osborne Road.	Ensuring enquiries are dealt with accordingly and correctly within the Parking Admin Team.	25 Oct 18
6 Nov 18	Complaint concerning the parking problem at Floral way. Residents are unable to park even though they have a permit. There are no parking attendants to stop parents parking by school. The complainant asked why they need to pay for a permit when they can't park.	Response explaining the residents' permit parking scheme was implemented in Floral Way by the Council's Traffic Management Team following consultation with residents. The Council is advertising for current vacancies. The council is also trying to arrange joint patrolling of the Floral Way Zone with some PCSO's for the next few months to help raise awareness of the restrictions and help educate parents.	Enforcement team to try and vary their patrolling rotas to ensure mornings are also covered.	9 Nov 18