

Planning & Building Services Annual Complaints Log 2018/19

Complaints summary

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| Total number of complaints | 27 |
| <i>Of these 27 complaints:</i> | |
| Escalations to Chief Executive | 8 |
| Escalations to the LGSCO | 4, of which the Ombudsman declined to investigate 2. |
| Multi-service complaints | 1 |
| Enforcement | 9 |
| Unhappy with planning application decision | 5 |
| Delays/ lack of response | 2 |
| Advice given | 2 |
| Planning application administration/ report/ error | 5 |
| Conservation | 3 |
| Other | 1 |

Example of complaint that resulted in explicit learning points or service improvements (4)

| Date | Subject Matter | Response | Lessons Learnt/ Changes made | Date of Closure |
|----------|--|--|--|------------------|
| 2 Apr 18 | Complaint regarding changes approved under a planning application and concerns over the red line issues and Condition 7. | <p>Meeting arranged to discuss issues on the application with the resident.</p> <p>Email sent from HoS confirming that the red site line was incorrect and that for any variation of planning permission this should have remained consistent. This should have been identified at the beginning of the process rather than at the end and an apology was given.</p> | Need for greater communication with objectors and further training for officers involved. | Meeting 1 May 18 |
| 4 Apr 18 | Complaint against a member of staff and how they are treating a parish council's objection to a planning application. | Clarification given that the officers give advice on listed buildings, non-designated heritage assets and conservation areas to members of the public. There is no favoured style or design. Applicants do not have to follow the advice of the officer but this could result in a refusal of planning permission. | HoS attended parish council meeting to explain the role of the officers and the service. The parish council was assured that all representations submitted are fully taken into account in the decision making process | 12 Apr 18 |

| Date | Subject Matter | Response | Lessons Learnt/ Changes made | Date of Closure |
|-----------|--|--|---|-----------------|
| 4 Mar 19 | Complaint regarding the manner in which the planning application was determined. The complainants felt that the planning officer gave misleading and inaccurate presentations at the committee meeting where the report was presented. | <p>HoS response explaining that the photographs presented were not as comprehensive as would normally be expected but the Members had all the information they needed to make an informed decision from the content of the written report as all the factors and measurements were provided in the report.</p> <p>The HoS has discussed this with planning officers to ensure adequate photos are included in the reports in the future.</p> | To ensure adequate photos are taken and included in future reports. Additional training provided for all officers attending the committee meetings. | 18 Mar 19 |
| 27 Mar 19 | Complaint concerning the enforcement of caravans in a field as this breaches the limitations of the Lawful Development Certificate. The complainant has not received a response. | HoS response apologising for not responding earlier. Enforcement officers are working on the case and hope to complete the assessment in 2 months. If a breach has been discovered the case will be taken forward and enforcement action will be taken. The officer dealing with this will update the complainant on the situation. | All officers reminded of the need to ensure they provide timely updates on matters that are taking time to deal with even if there have been no significant changes since the last communication. | 27 Mar 19 |