

The Planning Policy & Environment Services
Complaints about our service and how we responded – decisions from April 2008 - March 2009

WDC Complaint No.	Date Received	The Complaint	How we responded and any improvements that resulted
553	18/07/08	That the Council had failed to act regarding illegal felling of protected woodland in Crowborough	The unauthorised felling was dealt with by formal caution and replanting order
558	31/07/08	Complaint that member of staff was arrogant and threatening. Also that the manner of arranging a meeting was not at all courteous.	No evidence found to substantiate the allegations of arrogant & threatening behaviour
565	18/07/08	Complaint that officers have treated him discourteously and entered his land without prior agreement	We apologised and the officers involved were reminded of the correct procedures
594	23/12/08	Dispute over planning application	Meeting on 23/12/08 with follow up letter confirming our advice