

**The Planning and Building Control Service**  
**Complaints about our service and how we responded – decisions from April 2008 - March 2009**

<b>WDC Complaint No.</b>	<b>Date Received</b>	<b>The Complaint</b>	<b>How we responded and any improvements that resulted</b>
518	06/04/08	Complaint over 'the false, fraudulent, malicious and unfit actions of your department and officers in dealing with application'	The complaint was investigated and no foundation was found to the complainants accusations
519	06/04/08	Complaint about inconsistencies and delays in registration/validation	Letter responding to all points. Some information had been requested unnecessarily causing a delay. we apologised for this and will fast-track the applications to make up for the initial delay. Some other points were not justified.
520	14/04/08	Complaint about lack of enforcement action against a neighbour. Complaint covering many years	This case is 23 years old, the council have acted appropriately
544	19/06/08	Complaint that the Council has failed to control development at a neighbouring property	This complaint went to the Local Government Ombudsman who found there was no evidence of maladministration
554	21/07/08	Enforcement complaint that replanting has not been done as required	Inspected by case officer planting found to be acceptable
561	25/07/08	Unacceptable delays in registration of planning application	This complaint was justified we apologised and refunded the fee as a gesture of goodwill.
581	10/10/08	Claim for compensation relating to delays and advice given in respect of Planning applications	Letter sent sympathising with problems but stating that the complainant is wrong to blame the Council as Mr A had not accepted the advice given initially. Delays have been caused largely as a result of the complainants decisions.
583	06/11/08	Complaint relates to planning approval and lack of opportunity to object	This complaint went to the Local Government Ombudsman who found there was no evidence of maladministration
586	24/11/08	Mr G felt that he was wrongly advised over the phone regarding new legislation on permitted development	Officers acted in good faith and in a professional manner

588	21/11/08	Dissatisfaction with the way advice was given (advised that a CLOPUD application had to be submitted. When the application was submitted, it was delayed as the Technical Team asked for the plan to be annotated to indicate that the mobile home was to be replaced, when the application was for the replacement of a mobile home.	Partly justified - the request for the plan to be annotated was, in hind sight not required and the officer vetting the application may have been over zealous.
590	11/12/08	Alleged 'appalling inefficiency' in dealing with his Planning Application	The complainant felt that we had not determined his application within the prescribed time but this was not justified because the application was not complete. He also complained that documents sent to him were delayed because the incorrect postage was applied. We apologised for this oversight and reimbursed costs.
593	02/01/09	Complaint about consultation period and planning process	This was a Stage 2 complaint and was investigated by an independent Director who met with the complainants. The complaint was found to be unjustified but with a recommendation that further information be supplied to the complainants so that they can understand the decision making process
598	03/12/08	Complaint that he was not consulted about planning application and that the officer he spoke to was arrogant and gave false information	Explanation given on regulations on consultation and officers attitude.
603	21/01/09	Complaint from planning agent about the way planning applications have been with	We apologised for some of the problems encountered but were unable to waive the fee
613	28/01/09	Complaint that the Council failed to deal properly with a planning application for a telecommunications mast and associated equipment near her property.	This complaint went to the Local Government Ombudsman who found there was no evidence of maladministration
614/5	16/12/08	Mr K and Ms M complained that the Council has unreasonably failed to prevent a change of use from a single residence to use as 3 residences	This complaint went to the Local Government Ombudsman who found there was no evidence of maladministration