

**The Democratic and Legal Service
Complaints about our service and how we responded**

WDC Complaint No	Date	The Complaint	How we responded and any improvements that resulted
16	20 July 2005	Mr H unhappy about interpretation of 1972 Local Government Act.	Meeting held with Mr H where the matter was discussed and resolved.
117	12 May 2005	Miss B unhappy as unable to vote at polling station on 5 May as polling station register indicated she was a poster voter.	Letter sent to Miss B enclosing copy of her completed postal vote application form. She had previously registered to vote by post. Postal vote cancelled in line with Miss B's revised instructions.
256	25 July 2005	Mr N was unhappy with 'un-democratic handling of a Planning Application'	Head of Democratic and Legal Services provided information on procedures for dealing with planning applications.
280	5 January 2006	Ms W and Mr C complained about the legality of a decision at Development Control North committee meeting. They felt inadequate information was given plus grossly misleading plans.	Head of Service replied following discussion with the planning case officer and review of the planning files.
384	5 January 2007	Mr R complained that a Tree Preservation Order was issued on a tree at his property without proper consultation. He further complains that the order was signed by someone who was not, at the time of signing, an employee of Wealden District Council.	Letter sent from Director following discussions with officers involved in case.
449	8 September 2007	Mr C complained at the length of time taken to produce a Deed of Variation to S106 Agreement.	Letter of apology sent together with an offer to waive the Legal costs in view of the protracted delays. Complainant accepted the offer on 12 September 2007.
491	11 December 2007	Mr A complained by email about late issue of overseas elector renewal applications.	Email sent apologising and explaining that late issue was due to work caused by speculation of election date and annual canvass. <i>Renewals for special category electors will be built in to annual canvass timetable.</i>