

APPENDIX 3: STATUS OF COMPLAINTS AND FREEDOM OF INFORMATION REQUESTS

Quarter 3 Report on Complaints and Freedom of Information (FOI) and Environmental Information Regulations (EIR) Enquiries (1 October to 31 December 2015)

Total Number of Complaints Received in Quarter 3 was 3.

Total Number of Complaints Received April 2015 – December 2015: 8

Complaint Ref, Date Made and Stage	Service and Reason for Complaint	Date Response Sent	Outcome	Any Change in Processes/Practices as a Result of Complaint Investigation
C.408 05/11/15 Stage One	Land Management Complaint regarding timing and tone of a phone call from an officer 5 years ago and the difference in officer actions regarding removal of trees on the Complainant's land and on a neighbour's land.	17/11/15 Within 15 working day deadline	No evidence of any unreasonable actions by an officer, and no complaint made at the time. Refuted allegations of difference in approach on neighbour's land.	None required
C.409 30/11/15 Stage One	Planning Service Complaint regarding a report to the Planning Committee and condition agreed "that no development shall commence until full details of proposed finished floor levels and external ground levels have been submitted to and approved in writing by the National Park Authority". Complainant had objected regarding lack of headroom in the proposals and was still concerned. Complainant feels that a decision notice should not be issued until the Authority are satisfied that the proposal is practicable.	22/12/15 One day over 15 working day deadline	Complaint not justified. Issues raised were previously made by Complainant as a representation regarding the planning application and were responded to in the report to the Planning Committee. Acknowledged the concern but the Committee resolution adopted the recommended conditions which will tightly control the development and prevent the scenario the Complainant was concerned about.	None required

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<p>C.410 04/12/15 Stage One</p>	<p>Planning Service</p> <p>Complaint about the way the Complainant's concerns regarding vehicles parking overnight on a neighbouring pub car park have been ignored or dismissed by an Officer.</p>	<p>17/12/15</p> <p>Within 15 working day deadline</p>	<p>This complaint was justified, the Complainant's correspondence had not received a response and an apology has been proffered with a further explanation about why Enforcement action cannot be taken under the current circumstances.</p>	<p>Officers reminded of need to respond to correspondence in accordance with the Authority's Customer Service Charter ie within 15 working days.</p>
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Update on Complaints Reported in Previous Quarters

Complaint Ref, Date Made and Stage	Service and Reason for Complaint	Date Response Sent	Outcome	Any Change in Processes/Practices as a Result of Complaint Investigation
<p>C.355 19/07/13 Local Government Ombudsman (LGO) – originally reported in Quarter 1 of 2014–15, Quarter 4 of 2014-15 and in separate reports to Audit, Resources & Performance Committee on 06/11/15 and Planning Committee on 11/12/15</p> <p>(Stage One complaint and response reported)</p>	<p>Planning</p> <p>Complaint regarding lack of consultation for a planning application on a neighbouring property and impact on Complainant's property.</p>	<p>13/06/14</p> <p>One day over 31 day deadline</p>	<p>Following a report by an independent planner (as recommended by the LGO Investigator) the LGO recommended that the Authority commission a report from the District Valuer to assess the diminution in value of the property, assessing the difference in value between a scheme that would have been acceptable and the scheme as approved and now substantially built. This report found that the difference was £35,000. The LGO then concluded the investigation with the decision that</p> <p>The Authority should:</p> <ul style="list-style-type: none"> • apologise to the Complainant for granting planning permission for a neighbouring extension 	<p>Following the decision and the report to the Audit, Resources and Performance Committee on 06/11/15 a Micro Scrutiny Review Panel has been agreed to consider the lessons learnt from this complaint and the following issues in particular:</p> <ul style="list-style-type: none"> • Practicalities and process of consulting • Judging impact of developments on neighbours. <p>A date for the meeting of the Micro Scrutiny Review Panel has been</p>

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<p>in Quarter 2 and Stage Two response reported in Quarter 4 of 2013 - 14)</p>			<p>without applying its own planning policies and without giving them an opportunity to raise concerns;</p> <ul style="list-style-type: none"> • pay the Complainant £35,000; • ensure staff responsible for approving planning applications check whether adjacent properties are likely to be affected and apply planning policies consistently. 	<p>set for 08/01/16.</p>
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Quarter 3 Report on Freedom of Information (FOI) and Environment Information Regulation Enquiries (EIR).

Quarter	No. of FOI Enquiries dealt with	No. of EIR Enquiries dealt with	No. of Enquiries dealt with in time (20 days)	No. of late Enquiry responses	No. of Enquiries still being processed	No. of referrals to the Information Commissioner
Q1(April June 2015)	17	9	22	4	4	0
Q2 (July- Sept 2015)	8	8	14	2	3	0
Q3 (Oct – Dec 2015)	7	4	11	0	0	0