

**Quarter 1 Report on Complaints and Freedom of Information (FOI) and Environmental Information Regulations (EIR) Enquiries
(1 April to 30 June 2016)**

Number of Complaints Received in Quarter: 2	Number of Complaints in Quarter regarding an Authority Member: 0
Total Number of Complaints Received April 2016 – June 2016: 2	Percentage of complaints dealt with in accordance with agreed deadlines: 50% (Number of complaints 1 out of 2)

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.417 11/05/16 Stage One	Planning Complaint regarding the conduct of an officer.	24/06/16 18 working days over deadline	This was found to be a legitimate complaint about the conduct of an officer. The officer had become unnecessarily defensive during a discussion with a planning consultant and made their point in a way that was perceived to be aggressive and threatening in the face of a legitimate alternative point of view. The officer has been told that this behaviour is not acceptable, even if unintended. The officer has been advised where they went wrong and is being coached to consistently achieve the standards expected of the Planning Service.	The officer will be more closely supervised by the Line Manager and given targeted training that will be monitored and reviewed regularly.

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.418 01/06/16 Stage One	Commercial Development and Outreach Complaint regarding the attitude and behaviour of an officer.	Stage One: 17/06/16 Within 15 working day deadline	Stage One: Apologised that customer found officer abrasive and explained management of area and difficult balancing act of nature and visitors.	Issues arising from complaint discussed with officer and a more tempered approach in responding to customers agreed.
20/06/16 Stage Two	Complaint escalated to Stage Two.	Stage Two: 22/06/16 Within 20 working day deadline	Stage Two: Apologised unreservedly for any offence caused by officer and apologised for not responding satisfactorily at Stage One. Emphasised the Authority is committed to improving standards of visitor engagement.	

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No of FOI Enquiries received	No of EIR Enquiries received	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
9	15	23	1	3	0