

Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Summary of Complaints in YTD	Q1	Q2	Q3	Q4	YTD	2016/17 Target
Number of Complaints Received in Quarter:	2	1	-	-	3	<20
Percentage of complaints dealt with in accordance with agreed deadline of 20 working days	50%	100%			67%	90%
Number of Complaints in Quarter regarding an Authority Member:		0	-	-		
Number of complaints under Anti- Fraud and Corruption Policy		3				

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.419 25/08/16 Stage Two	<p>Planning</p> <p>Complainant agreed correspondence sent on 24/06/16 which had already been responded to should be treated as a Stage One complaint which alleged the following breaches and requested a Stage Two response:</p> <ol style="list-style-type: none"> 1. A material change of use from a holiday caravan site to a permanent residential park home site. 2. Breach of condition attached to planning permission relating to colour of caravans and landscaping 3. Unauthorised engineering works to change levels and construct steps to the caravan. 4. Unauthorised construction of dwarf walls beneath the park homes. 5. Unauthorised alterations to the access from the Highway. 6. Requested that the Authority impose an Article 4 Direction to bring the site under planning control. 	<p>22/09/16</p> <p>Within 20 working day deadline</p>	<p>Complaint not justified.</p> <p>The Authority cannot control the development in question via an Article 4 Direction. The use of the site as a permanent residential park is not a material change of use requiring planning permission because of a decision made in 1982. The service of an Article 4 direction would not control the occupancy of the units as it could only be used to control physical works on this site that are classed as development.</p> <p>The Monitoring and Enforcement team will meet with the site owner to discuss his approach to the site and to set out the concerns of the community.</p>	None required.

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.420 14/09/16 Stage One	Planning Complaint alleging a fraudulent document was posted on the Authority's website with regard to a planning application.	Complaint under Anti-Fraud and Corruption Policy - Awaiting response from internal auditors		
C.421 22/09/16	Planning Complaint alleging a fraudulent document was posted on the Authority's website with regard to a planning application.	Complaint under Anti-Fraud and Corruption Policy - Awaiting response from internal auditors		
C.422 22/09/16	Planning Complaint alleging a fraudulent document was posted on the Authority's website with regard to a planning application.	Complaint under Anti-Fraud and Corruption Policy - Awaiting response from internal auditors		

Quarter 2 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 within time (20 days)	No. of late Enquiry responses	No. of Enquiries still being processed	No. of referrals to the Information Commissioner
Q1	9	15	23	1	3	0
Q2	14	8	20	2	2	0
Cumulative	23	23	43	3	5	0