

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

### Complaints

Summary of Complaints in YTD	Q1	Q2	Q3	Q4	YTD	2017/18 Target
Number of Complaints Received in Quarter:	3	3			6	<20
Percentage of complaints dealt with in accordance with agreed deadline of 15 working days	100%	100%			100	
Number of Complaints in Quarter regarding an Authority Member:	0	0			0	-

Complain t 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.433 09/08/17 Stage One	Landscape and Conservation  Complaint regarding lack of progress on a Tree Survey report requested by the Parish Council.	18/08/17  Within 15 working day deadline	Apologised for lack of response. This was due to three reasons: <ul style="list-style-type: none"> <li>the need for the Tree Officers to acquire a piece of equipment that would allow them to carry out this survey work more effectively - they now have that equipment but are still developing their expertise in using it.</li> <li>the Tree Officers moved to another Team in recent months and this caused some disruption to their workload.</li> <li>one of the Tree Officers was unwell for a spell during this period and this added to the already high workload.</li> </ul> <p>The Tree Officers have now committed to completing the work by the end of September but if there are any unexpected delays the Parish Council will be notified.</p>	No specific changes in processes or practices. However officers have been reminded that they need to contact customers in the event that they may not be able to meet deadlines in order to manage customer expectations.
C.434	Development Management	21/09/17	Complainant concerned regarding allegedly unauthorised	None required.

01/09/17 Stage One	Complaint that an Authority officer did not respond to a point made in correspondence regarding a quarry site.	Within 15 working day deadline	buildings on the site and that the Authority did nothing to prevent some becoming lawful. Accept complaint partly justified, however, it is important to understand the wider context, which Complainant was made aware of due to their interest in the site and through emails from officers. When buildings were constructed on the site they would have been a relatively minor matter in comparison to the major concerns the Authority had at the time in relation to unauthorised quarrying which had the potential to affect over 100ha of land. The Authority invested an enormous amount of time and resource in trying to tackle the problems at the site through the late 1990s and 2000s; these problems arose from the legacy of a 1952 permission that was being interpreted by the then owner in a way that the Authority (and local residents) did not accept and which would have had a seriously damaging impact on the National Park. The outcome of this process was a successful Prohibition Order which was agreed by the Secretary of State in 2016 and restoration work now being carried out is the result of this Order and will significantly improve the appearance of this area. The approval of a new building secured the removal of a large plant building and other ancillary buildings, but not an existing portacabin structure.	
C.435 18/09/17 Stage One	Strategy and Performance  Complaint regarding the Complainant twice not being short listed for an Authority post, although the Complainant feels they have met all the criteria in the person specification.	Response due by 06/10/17		

**Update on Complaints Reported in Previous Quarters**

<b>Complaint Ref, Date Made and Stage</b>	<b>Service and Reason for Complaint</b>	<b>Date Response Sent</b>	<b>Outcome</b>	<b>Any Change in Processes/Practices as a Result of Complaint Investigation</b>
<p>C.431 06/9/17 Ombudsman</p> <p>Stage One and Stage Two complaints previously reported in Quarter 1.</p>	<p>Development Management</p> <p>Complaint referred to Ombudsman alleging: "The Authority accepted and approved a planning application which went against planning policies, as there were other sites which should have been considered and may have been more suitable rather than losing a greenfield site. The officer's report to the planning committee did not give enough detail for the committee to reach a well reasoned decision."</p>	<p>Response due by 04/10/17</p>		

### Quarter 1 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	8	10	18	0	2	0
Q2	3	4	7	0	2	0
Q3						
Q4						
<b>Cumulative</b>	<b>11</b>	<b>14</b>	<b>25</b>	<b>0</b>	<b>4</b>	<b>0</b>