

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Complaints

Summary of Complaints in YTD	Q1	Q2	Q3	Q4	YTD	2019/20 Target
Number of Complaints Received in Quarter:	4				4	<20
Percentage of complaints dealt with in accordance with agreed deadline of 15 working days	100%				100%	
Number of Complaints in Quarter regarding an Authority Member:	1				1	-

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
C458 03/05/19 Stage One	Development Management Complaint regarding handling of enforcement issues.	21/05/19 Within 15 working day deadline	The site is an active enforcement case regularly monitored by the Authority. Although the site owner has been invited to make a retrospective planning application it does not appear that expected collaborative discussion between Monitoring & Enforcement Team and Planning Team has taken place in this case. Therefore the two teams have been asked to work together to ensure that they have another look at the development and make a proper assessment of whether the development has any prospect of resolution through a planning application. If this is not possible the landowner will be given a further opportunity to resolve the matters by removing the buildings. If this is not successful formal enforcement action will be necessary. If an application is appropriate, the Complainant will be consulted on the planning application when it is submitted, and have the opportunity to make representation. Apologised that the appropriate assessment had not taken place and stated that have introduced structured processes to ensure better working across the teams to ensure that this joint assessment does take place when necessary.	Some structured processes have been introduced to ensure better working across the teams to ensure that joint assessment does take place when necessary.

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

			Gave an update on the proposed caravan and camping site. Explained planning enforcement powers and acknowledged that planning enforcement can be frustrating. However, assured Complainant that the Authority regularly served Notices on unauthorised development and successfully defended ensuing appeals. Stated that officers would keep the Complainant up to date with progress on the enforcement issues they were concerned about.	
C459 28/05/19 Stage One	Engagement Complaint regarding only being able to book a PDNPA event on-line and no alternative way of booking for those without access to a computer.	30/05/19 Within 15 working day deadline	Stage One – Apologised that Complainant found it difficult to book on to the Authority’s guided walks. Explained that now only take bookings on line as unable to resource any other method and try to limit the costs of the walks. Stated bookings can also be made from any mobile device such as a smart phone or tablet. Explained that the system is also used to inform participants of any changes or cancellations to the walks and to hold emergency information so it is important for the safe running of the service that it is used. Acknowledged that bookings were taken over the phone for a transition period while the current system was installed, but can no longer resource this service. Stated that would make clear to visitor centre staff how bookings can be made.	Will ensure visitor centre staff are aware of how the booking system works so they can advise the public accordingly.
05/06/19 Stage Two	Complaint escalated to Stage Two.	19/06/19 Within 20 working day deadline	Stage Two – Confirmed that only take bookings for guided walks online. Explained that due to significant cuts to budget have had to make some tough decisions around how the Authority continues to do business. Stated that the guided walk programmes are now only promoted through the Authority’s publication Park Life and on line via the Authority’s website and social media. Reiterated that have ensured all Visitor Centre Staff are aware of this policy and apologised again for the miss-information received.	

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

C460 11/06/19 Stage One	Development Management Complaint regarding handling of a planning application and confusion with another application therefore jeopardising Complainant's application.	26/06/19 Within 15 working day deadline	The complaint refers to an internal consultation response on the website which unfortunately contained 2 administrative errors which caused the Complainant's concern. The errors were a misspelt name of the caseworker and incorrect description of the development in the heading. Stated that, whilst unfortunate, the errors did not have any impact on the consideration of the Complainant's application nor cause any disadvantage. Apologised that the applicant was caused to make a complaint. A corrected version of the consultation response will be put on the electronic file. The application is still under consideration and officers will continue to work with the Complainant's agent until a decision on the application can be made.	A corrected version of the consultation response will be put on the electronic file.
C461 14/06/19 Member	Complaint that a Member had breached the Code of Conduct by not treating other Members with respect.	Acknowledged : 17/06/19	Ongoing – will be reported in next quarter.	

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
C.447 06/03/19 Ombudsman	Development Management Stage One Complaint was regarding lack of response from Planning officers to requests for meetings regarding planning issues and monitoring of a site.	Response to initial enquiries sent on 18/01/19. Following confirmation of	Ombudsman Decision: The Complainants stated that the Authority had not said how it would monitor noise nuisance at a site next to their home that had been granted temporary planning permission for wedding events. The Complainants were concerned this would result in permanent planning permission being granted. The	None required

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Stage One previously reported in Quarter 1 & Quarter 2	Complainants referred complaint to Ombudsman alleging lack of complete answer from the Authority regarding how the Authority intends to properly monitor events during the trial period and how many events (monitored and unmonitored) are required over the 7 year trial period to provide a sufficient bank of monitoring evidence.	investigation further response sent on 06/03/19. Within Ombudsman's deadlines.	Ombudsman found the Authority was not at fault for the matters complained about and has ended the investigation.	
C455 19/03/19 Stage Two (Stage One complaint reported in Q4 2018-19)	Information Management Complaint regarding booking policy for guided walks and attitude of Customer Services staff in handling queries. Complaint escalated to Stage 2.	12/04/19 Within 20 working day deadline	Stage Two - Reviewed booking documentation, associated terms and conditions and the Stage One complaint correspondence but complaint was not upheld.	None required
24/05/19 Ombudsman	Complainant referred complaint to the Ombudsman.	24/05/19 Within Ombudsman's deadlines.	Summary: The Ombudsman will not investigate this complaint about the Authority's decision not to issue a refund after the complainant needed to cancel a walk she had booked. This is because there is insufficient evidence of fault by the Authority.	
C.457 29/03/19 Stage One	Development Management Complaint regarding handling of a planning application including:	18/04/19	Stage One - Explained that at the Planning Committee meeting the Complainant's representation was read out in some detail and the Planning officer gave a PowerPoint presentation in which the proposal was described and	

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

<p>(Receipt of Stage One complaint was reported in Q4 2018-19)</p>	<ul style="list-style-type: none"> • planning process not correctly implemented • insufficient consideration of the negative impact upon Complainant's residential amenity • was not informed of second planning application • effect upon Complainant's home was not properly presented to the planning Committee. 	<p>Within 15 working day deadline</p>	<p>showed the proposed plans, including photographs of the site and its setting. The relationship of the Complainant's home to the application site was clearly pointed out. Therefore satisfied that the Complainant's representation was reported properly and in sufficient detail so that Members of the Committee fully understood their concerns and the relationship of their home to the application site. Consider they had all the necessary information to be in a position to clearly judge what weight they should have given to those issues in coming to their own judgement on the merits of the application. The presentation of Complainant's representation correctly followed the normal Planning practise and the Authority's adopted protocols.</p>	
<p>02/05/19 Stage Two</p>	<p>Complaint escalated to Stage Two</p>	<p>03/06/19 Within 20 working day deadline</p>	<p>Stage Two - Complainant was concerned the Authority did not consult them directly on an application for outdoor seating. The Authority's adopted policy is that it consults neighbours within 20m of development, based on address point data. The system used automatically generates letters for neighbours within 20m, but in this case the address point places the Complainant's property outside that area. Assured Complainant that no value judgement is made by the system in determining recipients of consultation letters.</p> <p>Agreed with the Stage One response that Complainant's concerns about the impact of the development were fairly presented to Planning Committee. Members of planning committee must come to a view about the impacts of development and the Authority is satisfied that the decision they made was reasonable and they gave appropriate weight to the impacts. Explained it is not uncommon for conditions to be amended at planning committee to address issues that arise.</p> <p>In terms of the impact of noise from bin use, this is not an issue which would justify the refusal of planning consent</p>	<p>Have requested that the Visitor Experience Development Manager or a member of her staff contact the Complainant to discuss if any measures could be put in place to reduce the impacts of the noise from bin use.</p>

Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

			and is an inevitable consequence of living near to business premises. Have requested that the Visitor Experience Development Manager or a member of her staff contact the Complainant to discuss if any measures could be put in place to reduce the impacts of that operation.	
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Appendix 3: Quarter 1 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

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	6	6	12	0	2	0
Q2						
Q3						
Q4						
Cumulative	6	6	12	0	2	0