

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:	1				1	<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
C.478 17/07/20 Member	<p>Complaint that a Member had:</p> <ul style="list-style-type: none"> • Not treated the complainant with respect • Attempted to intimidate a member of the complainant's family • Bullied and harassed the complainant • By their actions brought the Authority into disrepute. 	<p>Acknowledgement: 19/06/20</p> <p>Response: 21/07/20</p>	<p>Decision: No further action to be taken.</p> <p>The Monitoring Officer has met with the subject Member to discuss the circumstances behind the complaint in an attempt to avoid similar allegations in the future.</p>	<p>Guidance will be provided to all Members on submitting planning enforcement enquiries to be considered at the annual planning training session for Members</p>

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.464 24/02/20 Ombudsman	Development Management Complaint about the Council's handling of planning matters related to Complainant's planning application.	Response to initial enquiry sent 23/03/20 Within Ombudsman's deadline.	Ombudsman investigating complaint, awaiting further enquiries or decision.	
C467 06/02/20 Ombudsman (Stage One reported in Q2 and Stage Two reported in Q3)	Development Management Complaint regarding lack of response and action with regard to enforcement complaints relating to a public house including: <ol style="list-style-type: none"> 1) Erection of stainless steel extractor fan 2) Erection of flag pole 3) Erection of marquee and associated noise and disturbance in a conservation area 4) Parking of a HGV on site Complainant also requested clear clarification of whether or not the marquee required planning permission.	Response to initial enquiry sent 07/02/20 Within Ombudsman deadline Response to further enquiry sent 10/07/20 Within Ombudsman deadline	Response made to Ombudsman's enquiries, awaiting decision.	

<p>C.476 Stage One 18/03/20</p> <p>(Receipt of Complaint reported in Q4 2019-20)</p>	<p>Development Management</p> <p>Complaint regarding conflicting dates given for deadline for comments to be made on a planning application and lack of comments form available on website.</p>	<p>Response sent 06/04/20</p> <p>Within 15 working day deadline</p>	<p>Explained the expiry date for the public consultation for this application was automatically generated by the Authority's system as 16 March, taking into account the Notice published in the Peak Advertiser, and was pre-printed on the yellow site notice. This date appears on the application details on the website. However, the yellow site notice was unable to be erected until the 27 February, and to allow for the 3 weeks consultation period the deadline for comments was extended on the notice to the 19 March. All comments received up to this latter date will be taken into account. The yellow site notice details how to view the application and how to contact the Authority regarding the application. Unfortunately, the system continued to display the 16 March on the website. However, given the newspaper advertisement had been published and the neighbour notification letters had been sent out as per the Statement of Community Involvement policy, the public consultation for the application complied with our policy.</p> <p>The issue surrounding viewing the documents relating to the application were caused by IT issues whilst making changes to the new website. Whilst this was unfortunate, the application documents could still be viewed by downloading them and therefore did not exclude anyone from commenting.</p>	<p>None required.</p>
<p>C.477 Stage One 23/03/20</p> <p>(Reported in Q4 2019-20)</p>	<p>Engagement</p> <p>Complaint regarding behaviour of a Ranger towards Complainant, whilst out walking, and not acting within current Government guidelines regarding Coronavirus.</p>	<p>Response sent 03/04/20</p> <p>Within 15 working day deadline</p>	<p>Explained that clear instructions given to all staff and volunteers to follow Government advice and keep 2m distance. Because of the risk of dogs disturbing wildlife and livestock at this time of year, Rangers request that dogs are kept under close control or preferably on a lead. If this request is ignored and the dog does not come under proper control, the request may become more like a requirement. Apologised if this task was undertaken in a manner that caused distress. Explained the wildlife most at risk in the area at this time of year (ground nesting birds)</p>	<p>None required.</p>

			and the legislation regarding different types of rights of way and on open access land.	
--	--	--	---	--

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	4	5	8	1	3	0
Q2						
Q3						
Q4						
Year end (cumulative)	4	5	8	1	3	0