

## 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	2020/21 Target
Number of Complaints Received in Quarter:	1	2			3	<20
Percentage of complaints dealt with in accordance with agreed deadline of 15 working days	100%	50%				100%
Number of Complaints in Quarter regarding an Authority Member:	1	0			1	-

### Complaints Received

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.479 11/09/20 Stage One	Visitor Experience Development  Complaint regarding actions of an Authority officer at a Visitor Centre with regard to face-covering rules.	05/10/20  2 working days after the 15 working day deadline.	Apologised for delay in responding. Agreed that an unacceptable level of service was experienced and not the welcome that is normally provided to all visitors. Explained have endeavoured to adapt to the changing Government guidance in relation to Covid-19, including the requirement for face coverings, but in this instance it seems that the member of staff had not been properly briefed regarding exemptions. Relevant guidance on the face-covering rules will be circulated to all staff in visitor-facing roles and the feedback from the complaint will be discussed with the individual officer. Apologised for the distress and inconvenience caused.	Team managers to circulate the relevant guidance to all staff in visitor-facing roles to ensure that they understand the need for some exemptions to the face-covering rule.

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.480 21/09/20 Stage One	<p>Visitor Experience Development</p> <p>Complaint alleging lack of Covid 19 procedures at North Lees Campsite including:</p> <ul style="list-style-type: none"> <li>Complainant ensured their group complied with the rule of 6 persons only in a group, others on site did not seem to be adhering to this</li> <li>No warden on site</li> <li>Lack of cleaning of facilities on site and no hand sanitiser provided</li> </ul>	<p>06/10/20</p> <p>Within 15 working day deadline.</p>	<p>Acknowledged that Complainant did not enjoy their stay at the campsite but stated that the Authority has endeavoured to reopen the site in a safe manner under very difficult conditions. Explained that bookings for groups larger than 6 are not permitted unless they fall under the exemption category of “organised indoor and outdoor sports, physical activity or exercise classes”. Any groups larger than 6 that had booked prior to the new rules coming into effect had cancelled or agreed to keep in groups of under 6 whilst on site. The site does not have the facilities to accommodate a warden 24 hours a day but there was a warden was on site morning and evening. The standard of operation and cleaning has been approved by the Authority’s H&amp;S advisor. Confirmed that the washrooms and washing up area are thoroughly cleaned every morning and spot cleaned every evening, including wiping down all frequent touch points. Hand sanitiser is not provided as there are handwashing facilities available. The site has a basic level of provision but the Covid safety measures in place are satisfactory. Will ask Ranger at the site to ensure that the risk assessment is up to date and that all of the measures set out have been put in place.</p>	<p>Ranger at the site to ensure that the risk assessment is up to date and that all of the measures set out have been put in place</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  (Receipt reported in Q1 2020-21)	Development Management  Complaint about the Authority's handling of planning matters related to Complainant's planning application.	Response to initial enquiry sent 23/03/20  Within Ombudsman's deadline.	Ombudsman's Decision: The Ombudsman found no fault by the Authority.  There were parts of the complaint the Ombudsman did not investigate: <ul style="list-style-type: none"> <li>Late complaints are when someone takes more than 12 months to complain about something an authority has done. The issues raised about planning applications between 2011 and 2019 occurred too long ago for investigation, the investigation was limited to the issues raised from 2019.</li> <li>The issues raised about the recent planning application in 2020 occurred after the Complainant brought this complaint to the Ombudsman. The Complainant has not raised these with the Authority as a formal complaint. The law requires the Ombudsman to give authorities an opportunity to respond to complaints before it becomes involved. For this reason the concerns about the 2020 planning process were not investigated.</li> </ul>	None required.
C467 06/02/20 Ombudsman  (Stage One reported in	Development Management  Complaint regarding lack of response and action with regard to enforcement complaints relating to a public house including:	Response to initial enquiry sent 07/02/20  Within Ombudsman	Ombudsman's decision: The Ombudsman found no fault by the Authority.	None required.

Q2 and Stage Two reported in Q3 2019-20 Receipt of Ombudsman reported in Q1 2020-21)	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.	deadline  Response to further enquiry sent 10/07/20  Within Ombudsman deadline		
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### 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	4	5	8	1	3	0
Q2	7	11	18	0	2	0
Q3						
Q4						
<b>Year end (cumulative)</b>	<b>11</b>	<b>16</b>	<b>26</b>	<b>1</b>	<b>3</b>	<b>0</b>