

Quarter 1 & 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Complaints

Summary of Complaints in year to date	Quarters 1 & 2	Quarters 3 & 4	Year to date	2022/23 Target
Number of Complaints Received in Quarter:	13		13	<20
Percentage of complaints dealt with in accordance with agreed deadline of 15 working days	75%		75%	-
Number of Complaints in Quarter regarding an Authority Member:	0		0	-

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.511 22/04/22 Stage 1	Engagement Service Complaint regarding fallen trees on a footpath. Trees were blocking path so that they had to be climbed over, causing pain and inconvenience to Complainant, who requested that a sign be erected warning walkers of the fallen trees.	n/a	Complaint withdrawn as Complainant was advised to contact the County Council who were the responsible Authority for footpath issues.	None required
C.512 25/04/22 Stage 1	Planning Service Complaint about lack of enforcement action at a particular site. Further unauthorised works were taking place. Required clarification as to	17/05/22 Outside 15 working day deadline	Explained the high workload and limited resources of the Authority's Enforcement Team and that priorities have to be set in accordance with the Local Enforcement Plan, with priority being given to cases where the greatest harm is caused. This case had fallen just outside the highest priority category. Further meetings would be held, including with the	Enforcement processes and prioritisation to be considered as part of current review of Planning Service

<p>10/08/22 Stage 2</p>	<p>why the Police had not been involved in order to gain access to site.</p> <p>Requested clarification as to why a site visit had not taken place following discussions at Planning Committee. Complainant did not accept that other sites should have higher priority and did not believe that the lack of action was caused by a lack of resources in the Enforcement Team,</p>	<p>08/09/2022 Within 20 working day deadline</p>	<p>local community and a site visit would take place. Progress would be reported to Planning Committee</p> <p>Acknowledged frustrations felt by community and apologised for length of time taken. Advised that further changes at the site have necessitated a comprehensive updated site investigation which will require police support. Reiterated process for prioritising enforcement action.</p>	<p>See above.</p>
<p>C.513 13/06/22 Stage 1</p>	<p>Planning Service</p> <p>Complaint regarding delay and lack of communication experienced by complainant in the processing of his planning application. Requested application to be reallocated to a different Officer and dealt with straight away.</p>	<p>n/a</p>	<p>Complaint withdrawn- had been submitted by an Agent whose client requested withdrawal.</p>	<p>None required</p>
<p>C.514 14/06/22 Stage 1</p>	<p>Planning Service</p> <p>Inconsistent advice from Conservation Officers. Lack of communication from Planning Officer. Site visit eventually made with no appointment. Inconsistent advice between pre application and post application stages</p>	<p>17/06/22 Within 15 working day deadline</p>	<p>Apologised for the following</p> <ul style="list-style-type: none"> • That Complainant was disappointed with outcome of pre application advice, but explained that Officers had been honest and consistent throughout and had gone into as much detail as resource permitted. • That it was not explained earlier in the process that two applications would need to be submitted. • For lack of understanding of site history from Planning Officer when application was submitted. • For the delay in dealing with the application. 	<p>None required</p>

			Advised Complainant that the matter was now being progressed.	
C.515 17/06/22 Stage 1	Planning Service No response from Monitoring and Enforcement Officer Complainant believes the report of a breach to be vexatious and that the Authority's inaction relating to a neighbouring property has necessitated him undertaking drainage works on his own property.	13/07/22 Within 15 working day deadline.	Apologised for Officer not responding to an email and acknowledged that an earlier site visit would have been beneficial. Confirmed that the complaint is not considered to be vexatious. Explained reasons why a site visit is required.	None required
C.516 14/07/22 Stage 1	Planning Service Complaint regarding lack of response to phone calls and lack of action on an enforcement issue.	29/07/22 Within 15 working day deadline.	Explained the reason for the delayed response to the Complainant's phone call was due to resource issues at the time in the Monitoring and Enforcement Team. Enforcement action was in fact ongoing at the site concerned and being dealt with as a matter of urgency.	Enforcement processes and prioritisation to be considered as part of current review of Planning Service
C.517 08/08/22 Stage 1	Planning Service Complaint alleging two members of staff have made false and misleading promises, in correspondence during 2021, in relation to action to be taken in respect of an enforcement site.	Agreed to respond by 09/09/22 due to Officer annual leave. Responded 08/09/22.	Advised previous advice from the two Officers concerned had been given in good faith however other events had caused circumstances to change. Acknowledged length of time taken and frustration caused. Discussions were ongoing with Legal Team about the best way to progress the matter.	Enforcement processes and prioritisation to be considered as part of current review of Planning Service
Stage 2 21/09/22	Complainant not satisfied with Stage 1 response and believes "lack of resources" is being used as a delaying tactic.	Response due by 18/10/22 and will be reported on in next quarter		

<p>C.518 09/08/22 Stage 1</p>	<p>Planning Service Complaint regarding the Authority's lack of activity at an enforcement site</p>	<p>Agreed to respond by 09/09/22 due to Officer annual leave. Responded 09/09/22</p>	<p>Explained Authority response was based on resources and on agreed enforcement priorities. Urgent work in another area of the National Park had had to be prioritised, however discussions were ongoing about the site in question. Apologised for the length of time it had taken to deal with the issues and reassured Complainant that the Authority remains committed to pursuing further action.</p>	<p>Enforcement processes and prioritisation to be considered as part of current review of Planning Service</p>
<p>C.519 12/08/22 Stage 1</p>	<p>Asset Management Service Complaint regarding attitude of a particular member of campsite staff and lack of effectiveness of the Ranger Service in general</p>	<p>n/a</p>	<p>Complaint withdrawn Complainant reported the matter by phone to the Customer and Business Support Team, but did not respond to several phone calls requesting more detail to enable the complaint to be investigated.</p>	<p>n/a</p>
<p>C.520 24/08/22</p>	<p>Planning Service Complaint regarding lack of action and lack of response following the reporting of an enforcement enquiry. Condition of site was deteriorating</p>	<p>Response due by 20/09/22 (extended period due to mix up over dates) Extension of time subsequently requested to 23/09/22 Responded 23/09/22</p>	<p>Thanked complainant for drawing the site to attention of the Authority. Explained the long history of enforcement action there which began in 1993 and was last active in 2015. Advised the case will be reactivated and a meeting sought with the landowner</p>	<p>Enforcement processes and prioritisation to be considered as part of current review of Planning Service</p>
<p>C.521 28/08/22 Stage 1</p>	<p>Engagement Service Complaint regarding poor customer service by a particular member of staff at a cycle hire centre.</p>	<p>01/09/2022 Within 15 working day deadline</p>	<p>Apologised for poor service received and offered complainant a free return visit.</p>	<p>Advised the matter would be taken up with the member of staff concerned and that all staff would be made</p>

				aware of the relevant procedures.
C.522 22/09/22 Stage 2	Planning Service Complaint regarding lack of action at an enforcement site, as the unauthorised use of site was in excess of the 28 days allowed under Permitted Development Rights.	Response due by 12/10/22 and will be reported in next report in Q4.		

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.505 14/03/22 Ombudsman (Stage 2 reported on in Q3/4 of 2021/2)	Planning Service Complainant escalated complaint to Local Government Ombudsman stating the Authority was biased toward grouse shooting moorland owners and had prevented him from standing for an Authority position as a result.	None required	Ombudsman declined to investigate as allegations of bias or interference do not fall within its remit of investigating complaints about maladministration and service failure.	n/a
C.510 16/03/22	Law Service and Information and Performance Management Service Complaint about two Authority	04/04/22 Within 15 working day	Advised that the sharing of personal information was not appropriate and apology given on behalf of the Authority. Letter of apology provided from Officer to the Complainant regarding sharing of personal information. Letter of apology	Customer and Business Support Team reminded of procedures regarding data protection in relation

Stage 1 Receipt reported in Q3/4 2021/2	Officers, that one had been rude and dismissive when dealing with the Complainant and that one had found personal details about the complainant online and shared them with colleagues.	limit.	sent from Officer to Complainant regarding attitude and explained why details of an ongoing enforcement investigation could not be discussed with the Complainant.	to customer information.
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Quarter 1 and 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	11	14	1	0	0
Q2	4	10	14	0	0	0
Q3						
Q4						
Year end (cumulative)	8	21	28	1	0	0