

APPENDIX 3

Quarter 1 Report on Complaints and Freedom of Information (FOI) and Environmental Information Regulations (EIR) Enquiries (1 April to 30 June 2015)

Total Number of Complaints Received in Quarter 1 was 4.
Of these 1 was made regarding an Authority Member.

Total Number of Complaints Received April 2015 – June 2015: 4

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
C403 13/04/15 Stage One	Field Services The Complainant tripped over wood fixed in the ground between two gate posts and sustained injury to his shoulder and wrist which needed medical attention.	16/04/15 Within 15 working day deadline	Trails ranger inspected the gate concerned and identified the problem, which was immediately rectified. The piece of wood which caused the accident was in fact the top of a short flight of steps, which had become proud of the level of the path due to the ground either side becoming worn down. Explained this to Complainant and apologised for incident.	None required.

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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
<p>C404 03/06/15 Stage One</p>	<p>Planning Service</p> <p>Complaint about the manner in which the changes to the boundary of the National Park had been dealt with. The current proposed changes meant that the Complainant's property would now be within the National Park.</p>	<p>19/06/15</p> <p>Within 15 working day deadline</p>	<p>Officers arranged to meet the Complainant to try to address his concerns on 10/07/15.</p> <p>As a result of the meeting the complainant has now accepted the proposed reinterpretation of the National Park boundary for the purposes of the Authority's planning work. The complainant has also asked for some informal planning advice to give reassurance about the impact of the new line on his property, ie the likelihood of planning approval being granted for future works to his property. Officers have accepted this request and committed to offering such advice in due course. As such the complaint is resolved.</p>	<p>The key issue revolved around the Authority's approach which the complainant viewed as arrogant. Officers are generally aware of the impact their work can have and try to respond to this feeling through the letters they send, but the option of early meetings to help stakeholders understand the possible implications and the overall rationale for the work would help to break down any misunderstandings and misconceptions.</p>

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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
C405 15/06/15 Stage One	Finance Service Complaint alleging Inland Revenue fraud by the Authority and incorrect vehicle insurance/usage of Authority vehicles	Initial response: 23/06/15 Stage One response: 17/07/15 Within agreed deadline.	Refuted allegations and explained the Authority's vehicle insurance and compliance with HMRC requirements.	Officers reminded that Authority vehicles are not available for personal use. Staff policies and guidance are regularly reviewed.
C406 29/06/15 Member	Complaint against an Authority Member who had sent an email that the recipient believed to be bullying, intimidating and disrespectful and therefore in breach of paragraph 3 (2)(b) of the Members' Code of Conduct.	Acknowledgement: 29/06/15 Response: 24/07/15	Decision: No further action to be taken as there was no evidence to suggest that there had been a breach of the Code of Conduct, and as such the complaint did not warrant an investigation.	None required.

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Updates 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
<p>C.394 19/01/15 Ombudsman</p> <p>(Stage One and Stage Two reported in Quarter 3 of 2014-15)</p>	<p>Planning Service</p> <p>Complaint that the Authority had wrongly granted planning permission for a residential property to be built on the edge of the village where the Complainant lives. The Complainant said the proposal was not in line with planning policy or previous planning decisions. The Complainant also alleged the Authority was biased towards the applicant.</p>	<p>No response requested.</p>	<p>Ombudsman's Decision: The Ombudsman will not investigate the complaint about the Authority's decision to grant planning permission for a house on the edge of the village where the Complainant lives. This is because the Complainant has not suffered a significant personal injustice that would warrant an investigation by the Ombudsman. Ombudsman recorded decision as closed after initial enquiries – no further action.</p>	<p>None required.</p>
<p>C.397 Stage Two</p> <p>(Stage One reported in Quarter 4 of 2014-15)</p>	<p>Land Management</p> <p>Complaint from a representative of an outgoing tenant regarding end of tenancy arrangements and the conduct of an officer of the Authority. Complaint also that actions of the Authority generally led to the outgoing</p>	<p>02/07/15</p>	<p>Sale of entitlements -The Complainant was represented in negotiations over the sale of entitlement by two agents and a solicitor and an agreement was reached at the time,</p>	<p>None required.</p>

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	<p>tenant bearing financial loss. Stage Two complaint concerned three issues:- sale of entitlements, single payment reduction and penalty regarding bracken and conduct of an Authority officer.</p>		<p>therefore the Authority considers the final figure that was agreed on the sale of entitlements to be fair and equitable. Complaint not upheld.</p> <p>Single payment reduction and penalty regarding bracken - financial claim rejected.</p> <p>Conduct of Officer – no evidence found to suggest misconduct.</p>	
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Quarter 1 Report on Freedom of Information (FOI) and Environment Information Regulation Enquiries (EIR).

No of FOI Enquiries dealt with	No of EIR Enquiries dealt with	No of Enquiries dealt with in time (20 days)	No of late Enquiry responses	No. of Enquiries still being processed	No of referrals to the Information Commissioner
17	9	22	4	4	0