

**Quarter 2 Report on Complaints and Freedom of Information (FOI) and Environmental Information Regulations (EIR) Enquiries
(1 July to 30 September 2015)**

Number of complaints received

Number of complaints received in Quarter 2 was 1.

Total number of complaints received in year to date is 5.

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
C407 05/08/15 Ombudsman	Complaint regarding the Council's delay in determining the Complainant's planning application.	None required	Ombudsman's Decision: The Ombudsman will not investigate this complaint because there is a right of appeal to a Planning Inspector.	None required.

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 with in time (20 days)	No. of late Enquiry responses	No. of Enquiries still being processed	No. of referrals to the Information Commissioner
Q1(April June 2015)	17	9	22	4	4	0
Q2 (July- Sept 2015)	8	8	14	2	3	0