Complaints handled under formal complaints procedure
March 2023 to February 2024 inclusive

Total in period 2023/24 = 5: Development Management 4, none of which were upheld; Historic Environment 1 (upheld in part)

Total in period 2022/23 = 13: Development Management 9, of which three were upheld, three upheld in part, and three not upheld; Historic Environment 2 (both upheld); Sustainable Development 1 (not upheld); Trees & Woodland 1 (upheld)

Please note that current target response times are 15 days at Stage 1; 25 days at Stage 2

Date	Issue	Dept/Area of Work	Stage	Summary of complaint	Outcome	Time taken
02-Mar-23	Unhappy with how application has been handled, including at pre-submission stage	Planning	1, 2	Complex planning issue (enforcement and development management); property had incorrect original plans for proposed work (from agent/solicitor); current development in breach of permission. Applicant feels Authority should investigate error, and that meetings with planning officer are hostile and unhelpful	**Not upheld** at Stage1 or 2; explained process and advice given; and disagreed with view of how planning officer's views had been interpreted	14 days; 30 days
01-Sep-23	Length of time taken to determine planning application; and poor procedure/ behaviour at committee meeting	Planning	1	Unhappy that application has taken extended time to process and had then been deferred at committee; plus felt Member behaviour at committee meeting was poor and bias shown	**Not upheld**. Consideration time for application reasonable; committee procedure explained and confirmed correct. No indication of bias.	12 days
18-Sep-23	Disagrees with grant of planning permission as felt insufficient	Planning	1	Disputes that water supply to serve proposed development will be sufficient/will not impact on other properties	**Not upheld**. Issue had been fully considered as confirmed in officer’s report; proposed development would not	29 days

Date	Issue	Dept/Area of Work	Stage	Summary of complaint	Outcome	Time taken
	consideration given to water supply				increase water use from historical authorised use.	
09-Nov-23	Longstanding dispute (with neighbour) over boundaries relating to 2016 planning permission	Planning	1, 2	Authority should have addressed the fact that incorrect boundaries were shown on neighbour's original planning application (in 2016, to South Lakeland District Council) and that the subsequent LDC application was incorrectly processed.	**Not upheld.** Planning circumstances explained/re-confirmed i.e. LDC authorised previous permission; processes and decisions correct	12 days; 23 days
16-Dec-23	Dissatisfaction with Historic Environment team's running of heritage project.	Historic Environment	1, 2	Complainant felt their expertise had been ignored by the Historic Environment team in the design and implementation of an externally-contracted cave archaeology project (with university)	**Upheld in part**. No intention to be disrespectful or not involve complainant in project but there had been a lack of effective communication by Authority.	12 days; 27 days