Complaints received and handled under formal procedure 1 March 2025 to 28 February 2026 Appendix B

[Please note that as of September 2025, following a recommendation from internal audit, we report the actual date the response was sent. The expected response time is max 15 working days at Stage 1 and 25 working days at Stage 2]

Total in period 2025/26 = 7 Six not upheld; one upheld in part. Two were considered at Stage 2.

Total in period 2024/25 = 3 Two not upheld; one upheld in part.

Date complaint received	Issue	Stage	Summary of complaint	Outcome	Time taken to complete
10-Mar-25	Progress of planning application	1	Claims unreasonably lengthy consideration of application and no extension agreed; and that there had been no contact by Authority with either agent or the applicant. [This was part of an ongoing dialogue from both agent and applicant about lack of progress on application]	**Not upheld.** Case officer had unsuccessfully tried to contact agent and was awaiting further instructions/amendments. Confirmed there had been no responses to queries from agent or applicant. Application decision had been made.	n/a; general conversation over extended period
03-Apr-25	Officer failed to declare interest in planning application	1, 2	Officer had not declared an interest in an application, and unhappy that original consideration by planning officer had changed which was felt to be “more than coincidental”. Complaint considered at Stage 2	**Upheld in part.** application was still under consideration at time of complaint. Declaration of interest should have been made although senior planning officer was aware of interest. Explained admin status of officer and confirmed takes no part in consideration of applications. Application yet to be determined but apologies given for unsatisfactory	18 days; 27 days

Date complaint received	Issue	Stage	Summary of complaint	Outcome	Time taken to complete
				length of time taken to date due to staff shortages and extended consideration of application. Planning team were subsequently given further guidance and training on declaring interests.	
07-Mar-25	Feels Authority has failed procedurally in determining the application	1, 2	Feels the Authority has not adhered to planning policy and general ethos of planning considerations to conserve the natural beauty; and claims that the planning process failed to ensure correct information/knowledge passed to Members when making decision on planning application. Claimed the agricultural report was inaccurate. Complaint considered at Stage 2	**Not upheld.** Full explanation of planning consideration given. **Stage 2 not upheld**; no reasons for dissatisfaction with response to complaint given but simply a "rehash" of initial complaint so response confirmed.	15 days 25 days
21-Aug-25	Delay in processing planning application	1	Unhappy with progress in determining planning application	**Not upheld**. Explained necessary considerations; several amendments had led to/required understandable extensions to deadlines.	1 day

Date complaint received	Issue	Stage	Summary of complaint	Outcome	Date response sent	Working days taken to complete+
09-Sep-25	Advice from Authority inconsistent	1	Pre-app advice re siting shed in garden suggested householder application but ultimately required a full planning application (because part of garden agricultural land not in curtilage).	**Not upheld**. Response explained officer decision that followed research of planning history, not apparent at pre-app stage.	11 Sep 2025	2 days
18-Sep-25	Claims maladministration around enforcement action	1	Complainant objected to YDNPA letter sent to camping provision company re proposed placing of camping pods without planning permission.	**Not upheld**. No enforcement action involved. Letter had advised that support could not be given to issue of permit by Natural England.	03 Oct 2025	9 days
19-Dec-25	Unhappy with process for agreeing conservation area status	1	Parish Council unhappy that it had not had the opportunity to comment on second draft of conservation area designation.	**Not upheld**. PC had misinterpreted the process for consultation; ample opportunity to comment and progress available on website. Explained timeline of considerations	6 Jan 2026	7 days

The annual letter from the Local Government & Social Care Ombudsman (LGSCO) dated May 2025 confirms there were no referrals in the year ending 31 March 2025.

There has been one recent notification from the LGSCO of a referral (original complaint processed by the Authority during March to May 2025) but to date no further information has been asked for from the Authority/no indication complaint will be investigated.

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