**Complaints Received and handled under formal procedure 1 March 2024 to 28 February 2025** **Appendix B**

Total in period 2024/25 = 3 (each relating to Development Management; completed at Stage 1; two not upheld; one upheld in part).

Total in period 2023/24 = 5 (four related to Development Management, two of which went to Stage 2; none of which were upheld. One related to Historic Environment, went to Stage 2; upheld in part)

| Date complaint made/received | Dept/Area of Work | Issue | Summary of complaint | Outcome | Time taken to complete + |
|---|---|---|---|---|---|
| 11-Mar-24 | Conservation & Community/ planning | Objects to two (related) planning applications | Made factual points in relation to the applications, claimed a breach of conditions re one application, and questioned officer considerations.. | **Not upheld**. Complaint did not highlight anything procedurally wrong, but instead represented complainant's views and comments on both applications | 3 days |
| 11-Jun-24 | Conservation & Community/ planning | Unhappy re neighbour's use of property; felt that enforcement action should be taken over perceived planning breach | Claims unauthorised use of property and curtilage; additionally alleges impropriety on part of Authority. | **Not upheld.** No breach had occurred/enforcement did not apply to circumstances; confirmed no impropriety. | 5 days |
| 31-Dec-24 | Conservation & Community/ planning | Poor service from planning team and general dissatisfaction with the way officers work including delays to, or lack of, responses. | Application submitted in September but no updates until December when advised of concerns re proposal. Complainant submitted further issues about "poor service" from building conservation officer re approval for urgent work, compounding what is seen as an unsatisfactory standard of working by officers | **Upheld in part**. Head of Development Management clarified/explained overall delay periods; apologised for these but defended response from building conservation officer as being timely and correct. | 13 days |

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

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