

Service Team	Type of Complaint	Details of the Complaint	Stage 1	Stage 2	Ombudsman complaints
Benefits Team	Officer Conduct/Performance	Complaint regarding benefits claim being stopped	√		
Benefits Team	Procedures/Enforcement	Information requested by Benefits team for claim for affordable housing allowance	√		
Benefits Team	Quality of Service	Complaint regarding service received when applying for benefits	√		
Benefits Team	Quality of Service	Delay in processing benefits claim	√		
Benefits Team	Procedures Enforcement	Customer is unhappy that details of his partners claim were discussed with other family members who said they have permission.	√		
Benefits Team	Procedures/Enforcement	Complaint re council tax and benefit reduction	√		
Building Control	Quality of Service	Complaint that building control officer did not advise the customer to seek planning advice	√	√	√
Building Control	Quality of Service	No response to enquiry regarding drainage plans	√		
Car Parks and Taxi Licensing	Procedures/Enforcement	Complaint concerning taxis parking in Melbourne Road Chichester and the Council failing to take action.	√		
Contract Services	Officer Conduct/Performance	Behaviour of waste collection officer	√		
Contract Services	Quality of Service	Customer complaint re green waste service, we are continually missing his collections	√		
Contract Services	Quality of Service	Conduct of waste collection crew when returning bin to collection point	√		
Contract Services	Contract Services	Conduct of Officer	√		
Contract Services	Procedures Enforcement	Ombudsman complaint ref: 16 006 647 Regarding collection of waste. Decision not to investigate			√
Contract Services	Officer Conduct/Performance	Conduct of waste collection crew towards customer.	√		
Contract Services	Quality of Service	Complaint regarding waste collection crew not sorting the recycling from the waste and emptying both onto the same lorry.	√		
Contract Services	Contract Services	Complaint concerning waste crew and where the customer's bin is left after collection.	√		
Contract Services	Contract Services	Complaint regarding trade waste collection.	√		
Contract Services	Quality of Service	Non collection of waste on several occasions.	√		

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Contract Services	Quality of Service	Inappropriate behaviour of bin collection crew.	√		
Council Tax	Officer Conduct/Performance	Complaint regarding service received from Council Tax.	√		
Council Tax	Quality of Service	Complaint received regarding non response to email enquiries regarding council tax.	√		
Council Tax	Quality of Service	Complaint concerning lack of response to email sent to the Revenues team.	√		
Council Tax	Procedures/Enforcement	Request by Ombudsman for Stage 2 investigation for complaint concerning overpayment of Council Tax and Benefits.		√	
Customer Services	Officer Conduct/Performance	Complaint regarding remarks made by a Customer Services Officer when dealing with an enquiry concerning a penalty charge notice.	√		
Customer Services	Quality of Service	Service received when calling the customer service centre.	√		
Customer Services	Officer Conduct/Performance	Complaint concerning advice given about self-serve to customer.	√		
Development Management	Procedures Enforcement	Ombudsman Ref:16 000 843 Determination of Planning Application Complaint upheld.			√
Development Management	Quality of Service	Customer claims Council has mislaid correspondence regarding planning.	√		
Development Management	Procedures Enforcement	Determination of planning application.	√		
Development Management	Procedures Enforcement	Determination of planning application.		√	
Development Management	Procedures Enforcement	Ombudsman ref: 15 012 466 Assessment decision not to investigate complaint regarding determination of planning application.			√
Development Management	Procedures Enforcement	Council delay in action regarding enforcement complaint.	√	√	
Development Management	Procedures Enforcement	Determination of planning application.	√		
Development Management	Procedures Enforcement	Planning Application.	√		
Development	Quality of Service	Time taken to deal with pre application enquiry.	√		

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Management					
Development Management	Committee Decision	Determination of planning application.	√		
Development Management	Quality of Service	Customer has been requested a refund of S106 monies on the 16 May and has still not received a refund.	√		
Development Management	Procedures Enforcement	Determination of planning application.	√		
Development Management	Quality of Service	Lack of communication from Officer during planning process.	√		
Development Management	Procedures Enforcement	Delay in Registration and Planning Application Process.	√		
Development Management	Procedures Enforcement	Determination of planning application.	√	√	
Development Management	Procedures Enforcement	Determination of planning application.	√		
Development Management	Officer Conduct/Performance	Determination of Planning Application and the decision to charge community infrastructure levy.	√		
Development Management	Quality of Service	Customer was not informed of the information she would have to submit following a pre application enquiry.	√		
Development Management	Quality of Service	Complaint concerning lack of response to correspondence sent to planning officer regarding the customer's application.	√		
Development Management	Officer Decision	Determination of planning application.	√		
Development Management	Officer Conduct/Performance	Conduct of planning officer regarding comments made on social media site.	√	√	
Development Management	Quality of Service	Complaint concerning incorrect information published on website.	√		
Development Management	Procedures Enforcement	Determination of a planning application.	√	√	
Development Management	Procedures Enforcement	Planning enforcement actions for listed barn.	√	√	√
Development Management	Procedures Enforcement	Planning Enforcement action.	√		

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Development Management	Procedures Enforcement	Determination of planning application.	√	√	√
Development Management	Procedures Enforcement	Complaint concerning lack of planning advice from Officer - Customer did not want to use this as it was a chargeable service.	√		
Development Management	Quality of Service	Delay in determination of planning application.	√		
Development Management	Procedures Enforcement	Customer claims he was advised that he would be refunded his planning application fee if his application was refused.	√		
Development Management	Procedures Enforcement	Customer was unhappy that planning permission was required for cladding of outside of the exterior of a property.	√		
Development Management	Procedures Enforcement	Planning application for tree works.	√	√	
Development Management	Procedures Enforcement	Ombudsman Case ID - 16004524 Investigation stage - Determination of planning application and enforcement – upheld (decision will be included in March 18 Ombudsman report)			√
Development Management	Procedures Enforcement	Determination of Planning Application.	√		
Development Management	Committee Decision	Committee decision re determination of planning application.	√		
Development Management	Procedures Enforcement	Planning Application.	√		
Development Management	Officer Conduct/Performance	Comments made by Planning Officer at Committee Meeting.	√		
Development Management	Procedures Enforcement	Planning Enforcement Issues.	√		
Development Management	Procedures Enforcement	Refusal to grant planning permission.		√	
Development Management	Procedures Enforcement	Determination of a planning application.	√		
Development Management	Procedures Enforcement	Determination of planning application.	√		

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Development Management	Procedures Enforcement	Planning Enforcement.	√		
Development Management	Quality of Service	Complaint concerning the time taken to respond to a pre-application enquiry.	√		
Development Management	Officer Conduct/Performance	Poor service received during planning application process.	√		
EH Housing	Quality of Service	Complaint regarding the handling of her daughters disability grant.	√		
Environmental Health	Quality of Service	Information given regarding aircraft noise.	√		
Environmental Health	Quality of Service	Complaint concerning service customer received from dial a pest.	√		
Environmental Health	Procedures Enforcement	Complaint concerning pollution from neighbouring property.	√	√	
Environmental Health	Procedures Enforcement	Complaint regarding noise.	√		
Environmental Health	Procedures Enforcement	Customer unhappy with finding of pollution complaint.	√		
Environmental Health	Procedures Enforcement	Fireworks display at Goodwood Members Meeting.	√		
Environmental Housing	Officer Conduct/Performance	Complaint concerning investigation by environmental housing team.	√		
Housing	Officer Conduct/Performance	Removal from housing register.	√		
Housing	Officer Conduct/Performance	Advice given by Homeless Officer.	√		
Housing	Procedures Enforcement	Ombudsman ref: 16 013 730 Complaint concerning joining the housing register. Decision included in April 17 figures Complaint at investigation stage. Decision Not upheld: no maladministration.			√
Housing	Officer Conduct/Performance	Complaint concerning alleged comments made by an Officer.	√		
Housing	Procedures Enforcement	Customer has been incorrectly offered property by the Housing Associations.	√		
Housing Benefits	Officer Conduct/Performance	Customer alleges he was misadvised by a member of the Benefits team.	√		
Housing Improvement Team	Officer Decision	The attitude and lack of knowledge of the Environment officer who dealt with her daughter's accommodation issue. He wrongly diagnosed a rising damp problem as condensation.	√		
Housing Improvement Team	Officer Conduct/Performance	Customer did not feel the officer was interested in hearing her complaint and was brusque in his response.	√		

Service Team	Type of Complaint	Details of the Complaint	Stage 1	Stage 2	Ombudsman complaints
Parking Services	Quality of Service	Complaint concerning parking machine at Midhurst car park as it keeps breaking and the customer is losing money.	√		
Parking Services	Procedures/Enforcement	Renewal of parking season ticket.	√	√	
Parking Services	Quality of Service	Customer complaint that he could only pay for the Car Park using cash there was no option to pay by card.	√		
Parking Services	Procedures/Enforcement	Decision to issue penalty charge notice.(PCN)	√	√	
Parking Services	Quality of Service	Council have incorrectly issued a spoilt ticket for parking and asked customer to pay.	√		
Parking Services	Officer Conduct/Performance	Complaint concerning conduct of Parking Officer when issuing a PCN.	√	√	
Parking Services	Quality of Service	Customer was unhappy that the website let her request 2 registrations on her Bosham season ticket but she is only allowed 1.	√		
Parking Services	Procedures/Enforcement	Complaint from customer that the pursuance of a parking fine is against the customers human rights.	√		
Parking Services	Quality of Service	Complaint concerning increase in parking charges and the email notification not informing customers of the date they could purchase their tickets.	√		
Parking Services	Quality of Service	Complaint regarding parking machines at Northgate Car Parks	√		
Parking Services	Quality of Service	Customer did not receive correspondence regarding her PCN challenge.	√		
Parking Services	Procedures/Enforcement	Increase in parking charges and complaints e-form on the website.	√	√	
Parking Services	Quality of Service	Customer complaint regarding out of order parking machines at two car parks.	√		
Parking Services	Officer Conduct/Performance	Complaint from customer regarding the attitude of a traffic warden, customer felt he was being harassed.	√		
Parking Services	Procedures/Enforcement	Complaint concerning parking breaches outside school particularly at drop off and pick up time.	√	√	√
Parking Services	Procedures/Enforcement	Decision by Officer to uphold PCN.	√	√	
Parking Services	Quality of Service	Customer was unable to pay by credit/debit card at the pay and display machines at East Pallant House.	√		
The Novium	Quality of Service	Complaint regarding the Visitor Centre not promoting B&B.	√		

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Tourist Information	Quality of Service	Complaint about lack of information given by TIC at Chichester.	√		