Service	Complaint Stage	Complaint Type	Details	Complaint Outcome	Actions
		Procedures			
Benefits	Ombudsman Complaint	Enforcement	Unhappy that benefit stopped due to neighbour interaction	Closed after initial enquiries	
Development		Procedures			
Management	Ombudsman Complaint	Enforcement	Not notified of planning application for neighbour	Closed after initial enquiries	
Development		Procedures			
Management	Ombudsman Complaint	Enforcement	Failed to properly assess against all planning policies	Closed after initial enquiries	
		Procedures	Customer unhappy with response for stage 2 complaint. Raised to		
Accountancy Services	Ombudsman Complaint	Enforcement	Ombudsman asking for additional infomation.	Not Upheld	
		Officer			
		Conduct/Performa			
Audit Services	Stage 1 Complaint	nce	Complaint regarding conduct of officer during interview.	Not Upheld	
			Customer saying that they applied to discretionary write off for		
			existing 22/23 CT bill. Has not recieved confirmation the balance		
Benefits	Stage 1 Complaint	Quality of Service	has been cleared and continues to get letters in the post.	Not Upheld	
		Procedures	Customers vehicle failed MOT due to a leak within the engine.		
CCS	Stage 1 Complaint	Enforcement	Customer not happy as no leak found by third party company.	Not Upheld	
		Officer			
		Conduct/Performa			
CCS	Stage 1 Complaint	nce	Customer not happy with lorry driver	Not Upheld	
			Unhappy with response to stage 1 complaint. Customer says he		
		Procedures	has emailed officer directly again re: bins not being put back		
CCS	Stage 2 Complaint	Enforcement	where they should be and left blocking roads	Not Upheld	
		Procedures	The bins where emptied on Wednesday and not put back where		
CCS	Stage 2 Complaint	Enforcement	they where found	Not Upheld	
	Store 1 Compleint			Netlinheld	
Council Tax	Stage 1 Complaint	Quality of Service Procedures	Failing to make appropriate accomodations for visual impairment.	Not Upheld	
	Stage 2 Compleint		Not hoppy with store 1 response	NotUshold	
Council Tax	Stage 2 Complaint	Enforcement	Not happy with stage 1 response Unhappy with the response to her stage 1 complaint regarding her	Not Upheld	
		Procedures	claim for compensation for travel to the offices, to retrieve a letter		
Customer Services	Stage 2 Complaint	Enforcement	sent to the Courts	Not Upheld	
Customer Services		Procedures	Complaint sent regarding concerns in the spending of monies		
Debt Recovery	Ombudsman Complaint	Enforcement	collected by CDC in summons costs.	Not Upheld	
Debt Recovery	ombudaman oomplam	Procedures			
Debt Recovery	Stage 1 Complaint	Enforcement	Unhappy with response regarding liability order issued	Not Upheld	
Development		Procedures			
Management	Stage 1 Complaint	Enforcement	Customer not happy with advice given DINPP	Not Upheld	
Development		Procedures	Not happy with enforcement department not contacting her about		
Management	Stage 1 Complaint	Enforcement	selling the property without the boat house	Not Upheld	
					1
			Customer called regarding planning application. He is a third party		
			and wanted to know why there are no documents on the website		
			and to complain re unavailability of officers to discuss this with		
Development		Procedures			
Management	Stage 1 Complaint	Enforcement		Not Upheld	
Development			unanswered correspondence and changes requested to a Listed	· ·	
Management	Stage 1 Complaint	Quality of Service	Building Consent.	Not Upheld	

Development		Procedures		
Management	Stage 1 Complaint	Enforcement	Feels that application was not dealt with properly	Not Upheld
Management		Officer		
Development		Conduct/Performa		
Management	Stage 1 Complaint	nce	Complaint regarding officer conduct.	Not Upheld
Development		Procedures		
Management	Stage 1 Complaint	Enforcement	Possible breach of planning control.	Not Upheld
Development		Procedures	Customer not happy that planning permission has been granted	
Management	Stage 1 Complaint	Enforcement		Not Upheld
Development	Stage i Compiaint	Procedures	Customer feels application hasn't been considered properly by	
	Ctana 4 Camalaint			Net Use and
Management	Stage 1 Complaint	Enforcement	replacement planning officer.	Not Upheld
Development		Procedures	Customer not happy that they were not informed of the new	NetHelst
Management	Stage 1 Complaint	Enforcement	development next door.	Not Upheld
Development		Procedures	Complaint concerning the granting of planning permission for	
Management	Stage 1 Complaint	Enforcement	proposed single storey extensions	Not Upheld
Development		Procedures	Customer not happy that the notice was not visable or accessable	
Management	Stage 1 Complaint	Enforcement	as it is a rural area	Not Upheld
Development		Procedures		
Management	Stage 1 Complaint	Enforcement	Notice not visable	Not Upheld
Development		Procedures		
Management	Stage 1 Complaint	Enforcement	complaint regarding refusal to refund high hedges fee.	Not Upheld
Development		Procedures	Complaint relating to the handling of application	
Management	Stage 1 Complaint	Enforcement		Not Upheld
Development				
Management	Stage 1 Complaint	Quality of Service	Customer not happy with delay and advice given on pre app	Not Upheld
Development		Procedures		
Management	Stage 1 Complaint	Enforcement	complaint regarding CDC's planning enforcement function.	Not Upheld
Development		Procedures		
Management	Stage 1 Complaint	Enforcement	Dispute over planning on site adjoining Old Farm Road, Selsey.	Not Upheld
Development		Procedures		
Management	Stage 2 Complaint	Enforcement	Not happy with stage 1 response	Not Upheld
Development		Procedures		
Management	Stage 2 Complaint	Enforcement	Not happy with stage 1 response	Not Upheld
Development		Procedures		
Management	Stage 2 Complaint	Enforcement	Not happy with response to stage 1	Not Upheld
Development		Procedures		
Management	Stage 2 Complaint	Enforcement	Not Satisfied with response to stage 1.	Not Upheld
Development		Procedures	Raised several further points as dissatisfied with response to	
Management	Stage 2 Complaint	Enforcement	stage 1.	Not Upheld
Development		Procedures		
Management	Stage 2 Complaint	Enforcement	unhappy with response to stage 1.	Not Upheld
Development		Procedures		
	Stage 2 Complaint	Enforcement	Dissatisfied with response to stage 1.	Not Upheld
Management		Officer	Dissausiieu wiiii lespolise to stage 1.	
Environmental		Conduct/Performa		
	Store 1 Compleint		Rehaviour of ELIO when incluing a littlering fine	NetLiphold
Protection	Stage 1 Complaint	nce	Behaviour of EHO when issuing a littering fine.	Not Upheld

[		Officer			
Environmental		Conduct/Performa			
Protection	Stage 1 Complaint	nce	Conduct of officer when issuing an FPN for littering.	Not Upheld	
		Officer	Conduct of onloci wholi locality all the total intering.		
Environmental			Customer not happy with the way her daughter was treated by		
Protection	Stage 1 Complaint	nce	EHO	Not Upheld	
		IICE	Customer received FPN when working. Customer not happy with		
			the enforcement officer or receiving the FPN on private land. The		
Environmental		Procedures	response she got back from appealing the FPN she feels is		
	Stage 1 Complaint	Enforcement	unsatisfactory	Not Liphold	
Protection	Stage 1 Complaint	Officer	unsalistaciory	Not Upheld	
Environmental		Conduct/Performa			
			and the formation of the second se		
Protection	Stage 1 Complaint	nce Officer	conduct of EH officer when issuing littering fine.	Not Upheld	
- · · · ·					
Environmental			Customer was issued with FPN and the officer was rude and		
Protection	Stage 1 Complaint	nce	unprofessional	Not Upheld	
Environmental		Procedures	selling of puppies from unlicensed premises. Customer not happy		
Protection	Stage 2 Complaint	Enforcement	with stage 1 complaint	Not Upheld	
Environmental		Procedures	selling of puppies from unlicensed premises. Customer not happy		
Protection	Stage 2 Complaint	Enforcement	with stage 1 complaint	Not Upheld	
		Procedures	Rats have entered the property and causing health risk to the		
Health Protection	Stage 1 Complaint	Enforcement	customer family.	Not Upheld	
			Not happy of level of service recieved regarding their housing		
Housing Services	Stage 1 Complaint	Quality of Service	situation	Not Upheld	
		Officer			
		Conduct/Performa	Complaint about inappropriate questioning to landlord by housing		
Housing Services	Stage 1 Complaint	nce	officer	Not Upheld	
Housing Services	Stage 1 Complaint	Quality of Service	Complaint regarding handling of case.	Not Upheld	
Ŭ		Procedures			
Parking Services	Stage 1 Complaint	Enforcement	Complaint regarding parking machine signage.	Not Upheld	
			Customer original appeal was not responded and resulted in		
Parking Services	Stage 1 Complaint	Quality of Service	eforcement	Not Upheld	
i antang controco	etage : complaint	Procedures	Customer not happy with the wording on the response he received		
Parking Services	Stage 1 Complaint	Enforcement	following his PCN	Not Upheld	
r anting bervices		Procedures			
Parking Services	Stage 1 Complaint	Enforcement	Customer not happy that they have been issued with PCN.	Not Upheld	
		Procedures	Requested refund from overpaying in parking machine and has		
Parking Services	Stage 1 Complaint	Enforcement	been refused.	Not Upheld	
Faiking Services		Procedures			1
Darking Convision	Stage 2 Compleint		Customer not henry with Store 1 response	NotLiphold	
Parking Services	Stage 2 Complaint	Enforcement	Customer not happy with Stage 1 response Customer not happy with Stage 1 response. Has waited until	Not Upheld	
		Dragaduraa			
		Procedures	appeal being rejected and raised concerns about processes	No. Charles Internet	
Parking Services	Stage 2 Complaint	Enforcement	including machines.	Not Upheld	
Out of scope		Officer			
(Highways &		Conduct/Performa			
Transport)	Ombudsman Complaint	nce	Assault by contractor	Not yet decided	
			Long wait in reception to see officer		
Benefits	Stage 1 Complaint	Quality of Service		Partially Upheld	apology issued

		Officer			
		Conduct/Performa			Crew mwmber spoken to and
CCS	Stage 1 Complaint	nce	complaint regarding conduct of bin lorry driver.	Partially Upheld	apology issued
			Green waste reminder sent when we have been told multiple		apology issued and procedures
CCS	Stage 1 Complaint	Quality of Service	times that customer no longer lives at the address.	Partially Upheld	changed
			Customer made a verbal complaint. Fortnight ago bins were		
			emptied and not put back. He asked for a call from manager and		
			didnt get one. Today his waste bins have been left in the middle of		
CCS	Stage 1 Complaint	Quality of Service	the highway.	Partially Upheld	Crew spoken to
			Online green bin service not working		Apology issued. Maintenance
CCS	Stage 1 Complaint	Quality of Service		Partially Upheld	on day in question
		Officer			
		Conduct/Performa	Binman trashed the lawn edging timber on exit. CCTV shows		Apology issued. Referred to
CCS	Stage 1 Complaint	nce	binman was the only vehicle entering and exiting on that day	Partially Upheld	Insurance team
		Procedures		Developite the back	
Council Tax	Stage 1 Complaint	Enforcement	Complaint regarding calculation of account. Customer has been charged 2x CT payments. Was advised that it	Partially Upheld	
			would be back in there account within 7 working days, still not		
Council Tax	Stage 1 Complaint	Quality of Sanviaa	received	Partially Unhold	Applagy for dolay Officer arror
	Stage 1 Complaint	Quality of Service	Advised double payment would be refunded within 7 days and has	Partially Upheld	Apology for delay. Officer error
Council Tax	Stage 1 Complaint	Quality of Service	not been received	Partially Upheld	Apology issued
			Customer not happy with officer who could not find her courts		Apology Issued
Customer Services	Stage 1 Complaint	Quality of Service	letter first time	Partially Upheld	training provided, apology given
Development		Procedures			Administration error. Apology
Management	Stage 1 Complaint	Enforcement	Delayed planning application due to request for bat survey.	Partially Upheld	given
Development		Procedures	Complaint relating to events leading up and relating to the making		Administration error. Apology
Management	Stage 1 Complaint	Enforcement	of a planning application	Partially Upheld	aiven
Development				·	Delays on applications need to
Management	Stage 1 Complaint	Quality of Service	Complaint regarding delays to application	Partially Upheld	be confirmed with customers
Development			Submitted new plans months ago and has heard nothing from		Delays on applications need to
Management	Stage 1 Complaint	Quality of Service	planning officer	Partially Upheld	be confirmed with customers
Development		Procedures	Customer not happy that a balcony has been added to a property		
Management	Stage 1 Complaint	Enforcement	without planning permission.	Partially Upheld	incorrect plans
			Customer has not recieved a response to his email around		
Development			planning decision. Not happy and would like a meeting with the		Delays on applications need to
Management	Stage 1 Complaint	Quality of Service	planning officer as the customer has paid for this service.	Partially Upheld	be confirmed with customers
			Customer unhappy with CDC officers coming out to take pictures		
			of the area they live in. Feels that there is no suitable		
Development		Procedures	accomodation in the area. Drone was flying around and wants		Limit the number of
Management	Stage 1 Complaint	Enforcement	footage.	Partially Upheld	photographs kept on file
Development		Officer			
Development	Stage 1 Compleint	Conduct/Performa	Compleint to conduct of officers	Dortially Inhold	Case officer analysis to
Management	Stage 1 Complaint	nce	Complaint re conduct of officers.	Partially Upheld	Case officer spoken to.
Development Monogement	Store 1 Complaint	Procedures	weent informed of planning application	Portially Unhold	
Management Development	Stage 1 Complaint	Enforcement Procedures	wasnt informed of planning application	Partially Upheld	Delays in decision due to officer
	Stage 1 Complaint	Enforcement	Delay with planning application	Partially I Inhold	case load.
Management	Stage 1 Complaint	Enlorcement	Delay with planning application	Partially Upheld	

					Clearer information to the
Development		Procedures			customer on why a app may be
Management	Stage 1 Complaint	Enforcement	Customer has not heard re:planning application	Partially Upheld	withdrawn
Development		Procedures			
Management	Stage 2 Complaint	Enforcement	Customer not happy with stage 1 complaint	Partially Upheld	
Development Management	Stage 2 Complaint	Quality of Service	Does not feel her complaint has been fully considered.	Partially Upheld	
Management			Does not leer her complaint has been fully considered.		notices need to be clearly
Development		Procedures			displayed and delays in
Management	Stage 2 Complaint	Enforcement	Customer not happy with Stage 1 response	Partially Upheld	repsonses
Management		Eniorecinent	ousioner not happy with otage i response		Failure to respond to
Environmental			Customer has not had any response to emails from officer in		emails/phone calls. Apology
Protection	Stage 1 Complaint	Quality of Service	relation to a dangerious dog next door	Partially Upheld	given
FIOLECIION		Quality of Service			No response to emails -
			Customer not hency with the lock of response from their orginal		acklowedge and send a
Fatataa	Store 1 Complaint	Quality of Convine	Customer not happy with the lack of response from their orginal	Dorticly Unhold	
Estates	Stage 1 Complaint	Quality of Service	complaint	Partially Upheld	response within time frames
					Ask correct questions to
					undertsand if the customer
			Customer not happy with the level of service he has recieved from		needs to fill in a housing advice
Housing Services	Stage 1 Complaint	Quality of Service	Housing.	Partially Upheld	form
		Officer			
		Conduct/Performa			
Housing Services	Stage 1 Complaint	nce	Conduct of officer.	Partially Upheld	Officer Spoken to.
			Customer completed a housing registration form in Feb 22 and		
			sent all proof asked for. She has called numerous times since and		Apology given and officer
Housing Services	Stage 1 Complaint	Quality of Service	has not received a call back as promised	Partially Upheld	spoken to
			No response on a legitimate, evidence based breach concerning		Keep the customer updated on
Licensing	Stage 1 Complaint	Quality of Service	the current licence on the above mentioned premises.	Partially Upheld	any delays to a complaint
					Any future road closures need
					clearer signage of remaining
Member Services	Stage 1 Complaint	Quality of Service	Loss of business due to poor temporary signage	Partially Upheld	businesses open
					Any future road closures need
					clearer signage of remaining
Member Services	Stage 1 Complaint	Quality of Service	Inadequate temporary signage for Jubilee event	Partially Upheld	businesses open
					CSO confirmed incorrect
					information to the customers
		Procedures			wife. Refund processed and
Parking Services	Stage 2 Complaint	Enforcement	Not happy with the councils policy around refunds	Partially Upheld	additional training
		Procedures		Referred back for local	Ť Ť
Council Tax	Ombudsman Complaint	Enforcement	Unhappy that discount no longer applied	resolution	
		Procedures		Referred back for local	
Council Tax	Ombudsman Complaint	Enforcement	Incorrect procedures followed in issue of liability order	resolution	
Development		Procedures	Complaint related to planning applications and how these were	Referred back for local	
Management	Ombudsman Complaint	Enforcement	dealt with	resolution	
Development	estication complaint	Procedures		Referred back for local	
Management	Ombudsman Complaint	Enforcement	Residents not notified of planning applications	resolution	
	embadoman compidint			Referred back for local	
Development				Referred back for local	

		Procedures		Referred back for local	
Housing Services	Ombudsman Complaint	Enforcement	HHSE guidelines broken	resolution	
		Procedures		Referred back for local	
Housing Services	Ombudsman Complaint	Enforcement	Unhappy procedures not followed correctly	resolution	
		Officer			
		Conduct/Performa			Crew member spoken to
CCS	Stage 1 Complaint	nce	behaviour of crew member when re-collecting a bin	Upheld	regarding behaviour.
		Officer			New Loaders are aware of what
		Conduct/Performa			properties have assisted
CCS	Stage 1 Complaint	nce	Asssited bin missed on collection	Upheld	collections
		Procedures			
Council Tax	Stage 1 Complaint	Enforcement	Complaint relating to not receiving my energy bill rebate of £150	Upheld	Process reviewed
		Procedures			Process for section 13a
Council Tax	Stage 1 Complaint	Enforcement	Complaint regarding application for 13A.	Upheld	applications changed.
		Officer			
		Conduct/Performa	Customer feels wrongly accused by a member of staff for not		
Council Tax	Stage 1 Complaint	nce	declaring account statement.	Upheld	Spoken to officer.
				•	
			complaint regarding time taken to order waste sacks and that they		Gaps in training - revisting CSC
Customer Services	Stage 1 Complaint	Quality of Service	were not posted out. Also that the service isnt avaliable online.	Upheld	training
Development		Procedures	unhappy that application has been rejected before timeframe to		
Management	Stage 1 Complaint	Enforcement	withdraw had expired.	Upheld	Reviewing process
Development			Long delay in process of application		
Management	Stage 1 Complaint	Quality of Service		Upheld	Apology given
		,	I am complaining about the failure of Planning Enforcement to act		
Development		Procedures	in a timely fashion on an established breach of planning		Apology given. Resourcing
Management	Stage 1 Complaint	Enforcement	permission	Upheld	issues
Development			Customer not happy with the length of time its taking to process		
Management	Stage 1 Complaint	Quality of Service	his planning application.	Upheld	amend to process
Development	otage : complaint	Procedures			
Management	Stage 2 Complaint	Enforcement	Unhappy with stage 1 response.	Upheld	
management		2			More customer care required
					from the team to ensure we
			Formal complaint about the housing department failing to meeting		communicate with customers
Housing Services	Stage 1 Complaint	Quality of Service	customers needs.	Upheld	effectively
. is a sing controod					Clearer communication needed
					to customer - officer spoken to
Housing Services	Stage 1 Complaint	Quality of Service	Feels she has been unfairly treated	Upheld	Apology given
. Is doining Conviolou		Officer			
			Unhappy with attitude of officer		
Housing Services	Stage 1 Complaint	nce		Upheld	additional Training
Housing Services	Stage 1 Complaint	Quality of Service	Officer Conduct and not informed of debt.	Upheld	additional training provided
		Officer			Improve communication and
		Conduct/Performa			ensure others can pick up work
Housing Services	Stage 1 Complaint	nce	Conduct of Officer in dealing with housing register application.	Upheld	when officer is off sick
		1.00			Ensure customers are on the
		Procedures			correct banding and personal
Housing Services	Stage 1 Complaint	Enforcement	complaint regarding compulary purchase order	Upheld	<b>.</b> .
i lousing services		LINUICEMENT	complaint regarding compulory purchase order.	opneid	requirements are upheld

Debt Recovery	Ombudsman Complaint	Quality of Service	Unhappy request not actioned and caused distress	Upheld but not investigated further as refund given by CDC	Apology provided and refund
Debt Recovery	Chibddsman Complaint		onnappy request not actioned and caused distress		given by 600
	_				
					l