

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

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

Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	Conduct of officer when issuing an FPN for littering.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	Customer not happy with the way her daughter was treated by EHO	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	Customer received FPN when working. Customer not happy with the enforcement officer or receiving the FPN on private land. The response she got back from appealing the FPN she feels is unsatisfactory	Not Upheld	
Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	conduct of EH officer when issuing littering fine.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	Customer was issued with FPN and the officer was rude and unprofessional	Not Upheld	
Environmental Protection	Stage 2 Complaint	Procedures Enforcement	selling of puppies from unlicensed premises. Customer not happy with stage 1 complaint	Not Upheld	
Environmental Protection	Stage 2 Complaint	Procedures Enforcement	selling of puppies from unlicensed premises. Customer not happy with stage 1 complaint	Not Upheld	
Health Protection	Stage 1 Complaint	Procedures Enforcement	Rats have entered the property and causing health risk to the customer family.	Not Upheld	
Housing Services	Stage 1 Complaint	Quality of Service	Not happy of level of service recieved regarding their housing situation	Not Upheld	
Housing Services	Stage 1 Complaint	Officer Conduct/Performance	Complaint about inappropriate questioning to landlord by housing officer	Not Upheld	
Housing Services	Stage 1 Complaint	Quality of Service	Complaint regarding handling of case.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Complaint regarding parking machine signage.	Not Upheld	
Parking Services	Stage 1 Complaint	Quality of Service	Customer original appeal was not responded and resulted in enforcement	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Customer not happy with the wording on the response he received following his PCN	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Customer not happy that they have been issued with PCN.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Requested refund from overpaying in parking machine and has been refused.	Not Upheld	
Parking Services	Stage 2 Complaint	Procedures Enforcement	Customer not happy with Stage 1 response	Not Upheld	
Parking Services	Stage 2 Complaint	Procedures Enforcement	Customer not happy with Stage 1 response. Has waited until appeal being rejected and raised concerns about processes including machines.	Not Upheld	
Out of scope (Highways & Transport)	Ombudsman Complaint	Officer Conduct/Performance	Assault by contractor	Not yet decided	
Benefits	Stage 1 Complaint	Quality of Service	Long wait in reception to see officer	Partially Upheld	apology issued

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

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

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

