

Service	Complaint Stage	Complaint Type	Details	Outcome	Actions
Building Control	Ombudsman Complaint	Procedures Enforcement	Grainger House concerns	Not Upheld	
Council Tax	Ombudsman Complaint	Procedures Enforcement		Not Upheld	
Council Tax	Ombudsman Complaint	Procedures Enforcement		Not Upheld	
Development Management	Ombudsman Complaint	Procedures Enforcement		Not Upheld	
Environmental Protection	Ombudsman Complaint	Procedures Enforcement	resolved-not to be investigated	Not Upheld	
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Benefits	Stage 1 Complaint	Quality of Service	Incorrect advice given by officer regarding liability.	Not Upheld	
Building Control	Stage 1 Complaint	Procedures Enforcement	Negligence on CDC's part to carry out BC inspections at the time of building construction.	Not Upheld	
Building Control	Stage 1 Complaint	Procedures Enforcement	Ongoing problems at Grainger House	Not Upheld	
Business Rates	Stage 1 Complaint	Quality of Service	Feels has been discriminated against regarding business rates charge.	Partially Upheld	Poor administration. Training provided
CCS	Stage 1 Complaint	Officer Conduct/Performance	Unprofessional conduct of waste crew member.	Not Upheld	
CCS	Stage 1 Complaint	Officer Conduct/Performance	Complaint regarding dangerous driving by waste crew.	Not Upheld	
CCS	Stage 1 Complaint	Procedures Enforcement	Disputes payment for MOT retest	Not Upheld	
CCS	Stage 1 Complaint	Officer Conduct/Performance	Recycling not taken for herself or neighbour and member of crew very rude when approached	Partially Upheld	crew spoken to on conduct
CCS	Stage 1 Complaint	Officer Conduct/Performance	the bin man who comes to collect the rubbish has been singling out customer for around a year now.	Partially Upheld	Customer was not aware of assisted collection and staff dont look very welcoming on roads
CCS	Stage 1 Complaint	Officer Conduct/Performance	CDC driver was rude to the customer about parking behind the lorry.	Partially Upheld	Driver and Loader need to conduct them selves in professional manner to customers
CCS	Stage 1 Complaint	Quality of Service	Bins repeatedly missed by crew.	Partially Upheld	crew not reporting missed collections
CCS	Stage 1 Complaint	Officer Conduct/Performance	complaint regarding conduct of waste collection crew.	Upheld	Member of crew spoken to re conduct.

CCS	Stage 1 Complaint	Officer Conduct/Performance	Customer was not happy with how he was spoken to by waste officer.	Upheld	Officer given feedback.
CCS	Stage 1 Complaint	Officer Conduct/Performance	staff conduct	Upheld	crew spoken to
CCS	Stage 1 Complaint	Officer Conduct/Performance	On Wednesday morning (9th June) , after the bin men have collected the waste, the bin man instead of leaving the bin on the path or even the drive (which had space!) decided to shove the bin onto an area that has decorative stones that are not for waking on or leaving a bin on!. The bin man wedged the bin on top, damaging stones, breaking some and this is very frustrating. I have pictures	Upheld	Crew spoken to and referred to insurance team re compensation.
CCS	Stage 1 Complaint	Officer Conduct/Performance	Conduct of subcontractors, Wettons.	Upheld	Wettons have not been representing the council as we expect. Divisional Manager raised his concerns.
CCS	Stage 1 Complaint	Quality of Service	unhappy with availability of public toilets at lifeboat in selsey	Upheld	contractors being disciplined
CCS	Stage 1 Complaint	Quality of Service	repeat failure to collect bin which was on assisted service.	Upheld	crew have been spoken to regarding issue.
CCS	Stage 1 Complaint	Quality of Service	Textile and electrical bags not collected. Tried phoning but waiting for too long	Upheld	delays in service
CCS	Stage 1 Complaint	Quality of Service	Crew repeatedly missing green bin at new address.	Upheld	Crew spoken to.
CCS	Stage 1 Complaint	Quality of Service	Customer not happy that next door neighbour is not taking recycle bin in when emptied.	Upheld	Crew spoken to.
CCS	Stage 1 Complaint	Quality of Service	Repeated missed bin on assisted collection.	Upheld	Crew need to be aware this is a assisted collection as clear insructions recorded
CCS	Stage 1 Complaint	Quality of Service	There have been recent instances where bins have not been colleced. Customer is registered disabled and on bin collection list.	Upheld	
Council Tax	Stage 1 Complaint	Procedures Enforcement	Online SPD application not available and unable to get through on the telephone.	Not Upheld	
Council Tax	Stage 1 Complaint	Procedures Enforcement	Someone has setup an account using CA at customer's address in error.	Not Upheld	

Council Tax	Stage 1 Complaint	Procedures Enforcement	complaint via phone. says she has sent a DD form in twice for payment of CT - once in Dec 2020 and once in June but DD has still not been set up and now she has a reminder. No DD form showing as received on account.	Not Upheld	
Council Tax	Stage 1 Complaint	Procedures Enforcement	complaint regarding Council Tax bill.	Not Upheld	
Council Tax	Stage 1 Complaint	Quality of Service	unhappy with handling of debt on council tax account	Partially Upheld	customer charter failure re comms response times
Council Tax	Stage 1 Complaint	Officer Conduct/Performance	Good afternoon I have been trying to resolve a problem I have with my council tax. I did finally get through I was dealt with very unhelpfully and rudely by the officer which is totally unnecessary and unacceptable.	Upheld	officer training
Council Tax	Stage 1 Complaint	Quality of Service	Unhappy with delay in processing refund	Upheld	training for customer services
Council Tax	Stage 1 Complaint	Quality of Service	unhappy with handling of account following death of husband in February **complaint recieved to taxation 25 May & sent for logging by CS on 27 May/**	Upheld	reviewing procedures following report of bereavement
Council Tax	Stage 1 Complaint	Quality of Service	Customer recieved a reminder but has since been advised no payment was due and did not recieve an apology.	Upheld	Officer training.
Council Tax	Stage 1 Complaint	Quality of Service	No response received from 3 separate emails to taxation inbox	Upheld	training and new process in place.
Customer Services	Stage 1 Complaint	Officer Decision	unhappy with caution alert register addition	Not Upheld	
Customer Services	Stage 1 Complaint	Quality of Service	unhappy with; wait times on phone Issues using call secure and call secure cutting out Unable to make payment for planning application online	Partially Upheld	excessive wait times
Customer Services	Stage 1 Complaint	Officer Conduct/Performance	Unhappy with the way he was spoken to by CSO when he called this afternoon regarding missed bin.	Upheld	Officer spoken to
Customer Services	Stage 1 Complaint	Quality of Service	unhappy with RVPS and customer service	Upheld	staff retraining

Customer Services	Stage 1 Complaint	Quality of Service	Unhappy with customer service officer he spoke to on 20 August and how they handled query	Upheld	Officer spoken to.
Customer Services	Stage 1 Complaint	Quality of Service	Wait time in reception and duty planner service.	Upheld	refresher on planning service
Debt Recovery	Stage 1 Complaint	Procedures Enforcement	unhappy with handling of account	Not Upheld	
Debt Recovery	Stage 1 Complaint	Procedures Enforcement	unhappy with handling of debt on account	Not Upheld	
Debt Recovery	Stage 1 Complaint	Quality of Service	No response from email sent and follow-up calls	Not Upheld	
Debt Recovery	Stage 1 Complaint	Officer Decision	unhappy with handling of arrears/data sharing & staff conduct	Partially Upheld	apology/staff training
Development Management	Stage 1 Complaint	Officer Conduct/Performance	conduct of officer on site visit.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Unhappy with handling of enforcement case	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Refusal of an application to operate a portable toilet cleansing business from the site and the delay since that decision in taking formal enforcement action.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Toilet Company still operating out of Douglaslake Farmyard.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	complaint regarding the approved plans for SDNP/20/01959/FUL	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	I acknowledge receipt of your complaint received on 4th August regarding SDNP/20/05107/PRE.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	enforcement complaint	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	whether or not a structure in a neighbours garden constitutes development and the expediency of taking enforcement action.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Believes objection has not been adequately considered.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Does not believe application has been considered properly and plans were incorrect on website.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Complaint regarding planning application 21/02059/DOM.	Not Upheld	

Development Management	Stage 1 Complaint	Procedures Enforcement	Complaint regarding not being notified of planning application on neighbouring property.	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Complaint regarding planning application decision.	Not Upheld	Complaint can be removed from report as customer in hospital and not able to close
Development Management	Stage 1 Complaint	Procedures Enforcement	The proper Planning Procedure not being followed in respect of SDNP/18/03033/FUL	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	complaint regarding the proper Planning Procedure not being followed in respect of SDNP/18/03033/FUL	Not Upheld	
Development Management	Stage 1 Complaint	Procedures Enforcement	Dispute over planning on site adjoining	Not Upheld	
Development Management	Stage 1 Complaint	Officer Conduct/Performance	Complaint regarding handling of planning application SDNP/21/04668/HOUS.	Partially Upheld	Officer spoken to regarding email response.
Development Management	Stage 1 Complaint	Quality of Service	unhappy with planning decision	Partially Upheld	delay in responding to complaint
Development Management	Stage 1 Complaint	Quality of Service	complaint re planning app sdn/20/04086/hous and sdn/20/024087/lis.	Partially Upheld	application not determined within target time.
Development Management	Stage 1 Complaint	Quality of Service	data breach	Partially Upheld	apology. Change in procedures made.
Development Management	Stage 1 Complaint	Quality of Service	Planning application has not been dealt with in a timely manners , and the professionalism with which this matter has been dealt with has fallen below the standards normally expected of a professional person	Partially Upheld	admin to help manage customer communication
Development Management	Stage 1 Complaint	Quality of Service	Excessive delay in determining Listed Building consent SDNP/21/01374/LIS.	Partially Upheld	recruiting more staff.
Development Management	Stage 1 Complaint	Quality of Service	Handling of application SNDP/21/00139/ENNOT.	Partially Upheld	Admin processes put in place.
Development Management	Stage 1 Complaint	Quality of Service	Delays with decision on planning application and no response when calling.	Partially Upheld	Delays with application due to staff turnover
Development Management	Stage 1 Complaint	Quality of Service	No reponse to DINPP application now overdue or emails sent for update.	Upheld	feedback provided to officer
Development Management	Stage 1 Complaint	Quality of Service	complaint regarding objection letter	Upheld	refresher training for staff

Development Management	Stage 1 Complaint	Quality of Service	Delay with application decision, non-response from planning officer to emails and difficulty getting through on telephone.	Upheld	staff recruitment and training
Development Management	Stage 1 Complaint	Quality of Service	No response received regarding application 21/01020/LBC which was submitted on 04/04/2021.	Upheld	Delays due to sickness absence.
Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	Complaint regarding conduct of officers	Not Upheld	
Environmental Protection	Stage 1 Complaint	Officer Conduct/Performance	Complaint regarding conduct issuing FPN.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	dangerous dog concerns.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	Complaint regarding out of hours number being engaged for 2hrs and noise complaint.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	unhappy with handling of noise complaint	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	Not happy with the fireworks going off at Goodwood	Not upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	FPN issued incorrectly.	Not Upheld	
Environmental Protection	Stage 1 Complaint	Quality of Service	Unhappy with communication from officer	Not Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	Unhappy that CDC have agreed a legal partnership with East Hants re: the administration of littering fines and feels this is the responsibility of CDC and not a Council from another District.	Partially Upheld	
Environmental Protection	Stage 1 Complaint	Procedures Enforcement	Littering fine issues to vulnerable adult.	Partially Upheld	Staff training
Environmental Protection	Stage 1 Complaint	Quality of Service	Infestation of rats at Brandy Hole pond and wait times when trying to call Customer Services.	Partially Upheld	wait time longer than our target due to staff sickness.
Environmental Protection	Stage 1 Complaint	Quality of Service	believes his personal information has been shared with his neighbour without his consent.	Upheld	apologised
Housing Services	Stage 1 Complaint	Officer Conduct/Performance	Conduct of officer.	Not Upheld	
Housing Services	Stage 1 Complaint	Officer Decision	Complaint re housing officer and decision made on case.	Not Upheld	
Housing Services	Stage 1 Complaint	Procedures Enforcement	unhappy with handling of homemove application	Not Upheld	

Housing Services	Stage 1 Complaint	Procedures Enforcement	mould in the property affecting health and personal items having to be thrown away and replaced.	Not Upheld	
Housing Services	Stage 1 Complaint	Procedures Enforcement	Complaint regarding behaviour and damaged caused by a tenant placed in her accomodation by our housing team.	Not Upheld	
Housing	Stage 1 Complaint	Quality of Service	lack of response from housing.	Not Upheld	
Housing Services	Stage 1 Complaint	Procedures Enforcement	Regarding condition of property let through Homefinder scheme.	Partially Upheld	staff training with repair follow up
Housing Services	Stage 1 Complaint	Quality of Service	unhappy with communication from customer service and homemove	Partially Upheld	training issue for officer.
Housing Services	Stage 1 Complaint	Officer conduct/Performance	staff complaint	Upheld	staff training
Housing Services	Stage 1 Complaint	Officer Conduct/Performance	Conduct of senior environmental Health Officer.	Upheld	Officer spoken to and additional training arranged.
Housing Services	Stage 1 Complaint	Quality of Service	Bad treatment of the home move department regarding my application.	Upheld	poor communications.apologised
ICT	Stage 1 Complaint	Procedures Enforcement	Customer looked at the reception opening times and on the website is said 5pm however checked 01/03 and website is showing 4pm.	Upheld	Need to ensure that all web pages are updated with the correct opening times
Licensing	Stage 1 Complaint	Officer Conduct/Performance	staff complaint	Not Upheld	
Licensing	Stage 1 Complaint	Officer Conduct/Performance	wanted to make a complaint about officer as has not recieved any response in relation to her outstanding questions.	Not Upheld	
Licensing	Stage 1 Complaint	Quality of Service	says that he has recieved inconsistent information form the Taxi Lisencing dept. Customer will be heading for 3 weeks without work due to lack of service and support.	Not Upheld	
Licensing	Stage 1 Complaint	Quality of Service	Driver not happy that he has not been updated on his taxi licence application.	Partially Upheld	Apology issued
Licensing	Stage 1 Complaint	Quality of Service	Delays with application processing.	Upheld	Apology for delays due to staffing issues.
Licensing	Stage 1 Complaint	Quality of Service	Delays with application for House to House and Street Collection Licences.	Upheld	improve communication with applicants.
Licensing	Stage 1 Complaint	Quality of Service	Requesting a copy of the licence for Chichester Lakeside Holiday Park	Upheld	Delays in officer response.
Parking Services	Stage 1 Complaint	Procedures Enforcement	Travellers parked in Marine Drive.	Not Upheld	

Parking Services	Stage 1 Complaint	Procedures Enforcement	Application process for resident permit.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	No parking machines working in New Park Carpark on 10th Sept and parking charges.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	charge incorrect amount for parking and not happy with response to refund request.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Disabled parking bays inaccessible due to vaccine site.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Complaint regarding parking machines.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Complaint regarding no refund for money lost in parking machine.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Customer not happy with the signage in Newpark cinema as not clear for those of a older age group. Would like a refund of £6.10. Has sent 2 previous emails to Parking Services however not happy with there response on both ocassions.	Not Upheld	
Parking Services	Stage 1 Complaint	Procedures Enforcement	Note happy that the machine costs have gone up. Issued a ticket and felt the officer was rude.	Not Upheld	
Parking Services	Stage 1 Complaint	Quality of Service	customer raised a complaint about the level of service he has received from CDC	Not Upheld	
Parking Services	Stage 1 Complaint	Quality of Service	Issues with website and delays in receiving resident parking permit.	Partially Upheld	Website updated
Parking Services	Stage 1 Complaint	Quality of Service	Parking Services Terrible Service: I applied for a £14 refund on 27th May due to a (confirmed by yourself) faulty parking machine. After much chasing complaining I had been ignored I eventually got an apologetic response sending me a form which I completed and returned 9th June. Since them I have heard nothing. I wrote again on 23rd June asking what has happened to my refund as I had STILL NOT RECEIVED IT	Upheld	staff sickness affected standard of service

Parking Services	Stage 1 Complaint	Quality of Service	Lack of repairs to out of order parking machines in ADC.	Upheld	Machines fixed and map provided to contact team
Sports and Leisure Development	Stage 1 Complaint	Procedures Enforcement	Council allowing events in Priory Park which is causing distress due to noise levels.	Not Upheld	
Sports and Leisure	Stage 1 Complaint	Procedures Enforcement	priory park event noise	Partially Upheld	work to be undertaken with event organisers to highlight site plans are not to be changed
Building Control	Stage 2 Complaint	Procedures Enforcement	Response at stage one unsatisfactory regarding soundproofing concerns.	Not Upheld	
Council Tax	Stage 2 Complaint	Procedures Enforcement	Points raised in initial complaint at stage one.	Not Upheld	
Council Tax	Stage 2 Complaint	Procedures Enforcement		Not Upheld	
Council Tax	Stage 2 Complaint	Quality of Service	unhappy with further handling of late fathers council tax account	Upheld	staff training
Customer Services	Stage 2 Complaint	Quality of Service	Not happy with the way his calls were handled when booking MOT Retest.	Upheld	failed to refer to relevant services.
Debt Recovery	Stage 2 Complaint	Procedures Enforcement	unhappy with handling of initial stage 1 complaint	Partially Upheld	apology
Development Management	Stage 2 Complaint	Procedures Enforcement	your complaint received today regarding 21/01020/LBC	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	unhappy with stage 1 response	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	Not satisfied that points raised in stage 1 complaint have been addressed fully.	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	Outstanding concerns following stage 1 response.	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	revised complaint regarding application SDNP/21/04668/HOUS	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	Unhappy with response to stage 1 complaint.	Not Upheld	
Development Management	Stage 2 Complaint	Procedures Enforcement	Found response at stage 1 unsatisfactory and deficient on points raised.	Partially Upheld	operational decision, apologised for oversight but not effect on actual applicatpn
Development Management	Stage 2 Complaint	Quality of Service	unhappy with planning enforcement stage 1 response	Partially Upheld	Post misplaced and delayed response
Environmental Protection	Stage 2 Complaint	Procedures Enforcement	unhappy with CDC and east hants arrangement and issuing of fine	Not Upheld	
Environmental Protection	Stage 2 Complaint	Quality of Service	unhappy with stage 1 response-did not address personal details	Not Upheld	

Environmental Protection	Stage 2 Complaint	Quality of Service	Remains dissatisfied with response at stage 1.	Not Upheld	
Environmental Protection	Stage 2 Complaint	Quality of Service	unhappy with stage 1 response and delay in issuing notice	Partially Upheld	delay in ack FOI request
Environmental Protection	Stage 2 Complaint	Quality of Service	Refund of £75 has been processed	Upheld	Re-training.
Housing Services	Stage 2 Complaint	Procedures Enforcement	Dissatisfied that stage 1 complaint was investigated thoroughly.	Not Upheld	
Licensing	Stage 2 Complaint	Officer Conduct/Performance	dissatisfied with stage 1 complaint response and wishes to complain about officers.	Not Upheld	
Parking Services	Stage 2 Complaint	Procedures Enforcement	Complaint regarding being overcharged when using parking machine.	Not Upheld	
Planning Policy	Stage 2 Complaint	Quality of Service	Planning Inspectorate Number - APP/Y9507/21/3280341 not happy with the response from CDC for his Stage 1 complaint. feels that the handling of this case has been mismanged and wants claifcation on his points made.	Partially Upheld	administation error - procedures changed
Sports and Leisure	Stage 2 Complaint	Procedures Enforcement	Dissatisfied and disappointed with outcome of stage 1 complaint.	Not Upheld	