

Type of Complaint	Service team	Stage 1	Stage 2	Stage 3 LGO	Summary of Complaint
Officer Conduct/Performance	Benefits	√			Complaint concerning a benefit claim.
Procedures/Enforcement	Benefits	√			Complaint Council Tax reduction
Quality of Service	Benefits	√			Complaint that paperwork had not been returned and benefit claim not actioned.
Quality of Service	Benefits	√			Complaint about how a benefit application was processed.
Officer Decision	Building Control	√	√		Complaint concerning issue of Final Building Certificate
Officer Conduct Performance	Contract Services	√			Complaint about member of waste collection crew.
Officer Conduct Performance	Contract Services	√			Complaint concerning a road sweeping truck entering a car park at speed.
Procedures Enforcement	Contract Services	√			Complaint about paying for waste bins.
Quality of Service	Contract Services	√			Refusal of crew to collect clinical waste.
Officer Conduct	Contract Services	√			Complaint about the conduct of one of the crew.
Procedures/Enforcement	Contract Services	√			Complaint concerning closure of toilets for cleaning at a busy time of day
Procedures/Enforcement	Contract Services	√			Complaint concerning damage to bin and the way the bins are returned to their collection point.
Procedures/Enforcement	Contract Services	√			Complaint about having to pay for a replacement bin.
Procedures/Enforcement	Contract Services	√			Complaint about the recycling team not taking a large amount of cardboard on a recycling round.
Quality of Service	Contract Services	√			Complaint concerning damage caused by waste collection crew.
Quality of Service	Contract Services	√			Complaint about the condition of customer's parents graves
Quality of Service	Contract Services	√			Complaint concerning waste collection service
Quality of Service	Contract Services	√			Complaint about having to pay for a replacement bin that was not damaged by customer.
Quality of Service	Contract Services	√			Customer did not receive a response to his calls regarding street sweeping.
Quality of Service	Contract Services	√			Complaint about the bin not being emptied and the attitude of the crew at the time of collection.
Procedures/Enforcement	Contract Services	√			Complaint re letter about size of waste bin.
Procedures/Enforcement	Council Tax			√	Ombudsman ref 14 010 065 Decision not to investigate Council tax investigation
Procedures/Enforcement	Council Tax			√	Case ID - 13013908 Concerning recovery of Council Tax arrears

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Procedures/Enforcement	Council Tax	√	√		Complaint about council tax payments customer wishes a reduction because of parking.
Quality of Service	Council Tax	√			Customer has not received a response to his enquiry
Quality of Service	Council Tax	√			Premature Ombudsman complaint ref 14 009 158 To be treated as Stage 1 Complaint. Customer claims he was not advised by the Council to approach Valuation Office to remove a rental property he was renovating from the council tax list.
Quality of Service	Council Tax	√	√		Complaint about Bailiffs turning up at fathers property and the way Council Tax arrears have been dealt with.
Quality of Service	Council Tax	√			Complaint concerning incorrectly addressed Council Tax account
Quality of Service	Council Tax	√			Length of time it took to see Council Tax Officer when customer visited our reception
Quality of Service	Council Tax	√			Customer did not receive response to Council Tax enquiry.
Quality of Service	Council Tax	√			Complaint concerning non -payment of council tax.
Quality of Service	Council Tax	√			Complaint concerning delay in receiving a response to enquiry.
Officer Conduct/Performance	Customer Services	√	√		Customer complaint that the officer who dealt with his enquiry regarding a parking fine was rude and abrupt.
Quality of Service	Customer Services	√			Complaint concerning service received from Customer Services Officer when purchasing a new bin.
Quality of Service	Customer Services	√			Complaint about officer giving incomplete information regarding applying for to be a Taxi Driver
Quality of Service	Customer Services and Parking	√			Complaint for Customer Services and Parking Services concerning the service received when trying to renew a parking season ticket.
Officer Conduct	Development Management	√			Delay in Application Process
Officer Conduct/Performance	Development Management	√			Delay in decision regarding planning application
Officer Decision	Development Management	√			Complaint concerning decision regarding Housing Allocation policy
Officer Decision	Development Management	√			Planning application decision.
Officer Decision	Development	√			Planning process

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Officer Decision	Development Management	√			Planning application.
Procedures Enforcement	Development Management	√			Planning Application installation on antenna
Procedures Enforcement	Development Management	√			Planning Decision
Procedures Enforcement	Development Management	√			Application Process
Procedures Enforcement	Development Management	√			Application Process
Procedures Enforcement	Development Management	√			Planning Procedure
Procedures Enforcement	Development Management	√			Planning Application Decision.
Procedures Enforcement	Development Management	0		√	Ombudsman Complaint 13 002 601 Planning Enforcement matter Ombudsman Decision: Not upheld no maladministration.
Procedures Enforcement	Development Management	√			Planning Application Decision.
Procedures/Enforcement	Development Management	√	√		Complaint concerning decision to include customer's property in the Local Buildings list
Procedures/Enforcement	Development Management	√			Premature Ombudsman complaint ref 13 021 141 Planning application conditions
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Complaint regarding Planning.
Procedures/Enforcement	Development Management	√	√		Advice given on pre application too complicated for lay person to understand
Procedures/Enforcement	Development Management	√			Renovation works at neighbouring property
Procedures/Enforcement	Development	√			Handling of planning application.

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Procedures/Enforcement	Development Management	√			Planning Enforcement Complaint.
Procedures/Enforcement	Development Management	√			Complaint about Planning Enforcement Officer accessing the property without permission from the owner.
Procedures/Enforcement	Development Management	√			Planning Enforcement Complaint
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Planning Application
Procedures/Enforcement	Development Management	√			Planning Enforcement
Procedures/Enforcement	Development Management	√	√		Planning Enforcement
Procedures/Enforcement	Development Management	√	√		Customer not informed of planning appeal to application he had objected to. Neighbouring properties were informed.
Procedures/Enforcement	Development Management	√			Planning Application
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Planning Application.
Procedures/Enforcement	Development Management	√			Complaint concerning removal of bin store that was agreed on the original planning application.
Procedures/Enforcement	Development Management	√			Complaint concerning noise from Goodwood Revival Meeting.
Quality of Service	Development Management	√			Delay in planning application validation.
Quality of Service	Development Management	√			Complaint about not receiving a reply about an important planning matter.

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Quality of Service	Development Management	√			Planning Officer not returning customer calls or emails concerning an application.
Quality of Service	Development Management	√			Service received from CDC following the submission of a pre application enquiry.
Quality of Service	Development Management	√			Complaint about Planning taking a while to validate an application
Quality of Service	Development Management	√			Service received after submission of permitted development enquiry.
Quality of Service	Development Management	√			Quality and accuracy of replies to enquiry
Quality of Service	Development Management	√			Delay in Application Decision
Quality of Service	Development Management	√			Customer had not received a response to their enquiry after leaving several requests for return calls
Quality of Service	Development Management	√			Complaint concerning not receiving a response to enquiry
Quality of Service	Development Management	√			Complaint about the Planning procedure and officer's responses.
Quality of Service	Development Management	√			Complaint about a Planning officer.
Officer/Conduct Performance	Environmental Health	√			Officer Conduct during interview.
Procedures Enforcement	Environmental Health			√	Ombudsman complaint 14 000 179 Noise complaint investigation. Complaint not upheld
Procedures Enforcement	Environmental Health	√			Noise Complaint
Procedures/Enforcement	Environmental Health	√			Complaint about payment of dog kennelling fee
Procedures/Enforcement	Environmental Health			√	Ref: 14 009 587 Noise Complaint
Procedures/Enforcement	Environmental Health	√			Noise Complaint
Procedures/Enforcement	Environmental Health		√	√	Noise from Goodwood Motor Circuit.
Quality of Service	Environmental Health	√			Complaint concerning service received from Pest Control Officer
Procedures/Enforcement	Estates	√			Complaint regarding the Termination of the Lease
Procedures/Enforcement	Estates	√			Complaint about paying for a licence for right of way and not being able to use it.

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Officer Conduct	Health and Wellbeing	√			Complaint concerning a Basketball sport in the community day on 20/8/14 at Chichester university. Customer alleges child was hit by another child and mother was not informed.
Officer Conduct	Housing	√			Complaint about the attitude of Housing Officer.
Officer Conduct Performance	Housing	√			Complaint about an officer.
Procedures/Enforcement	Housing		√	√	Housing Allocation policy
Procedures/Enforcement	Housing		√	√	Request for priority transfer on housing register
Procedures/Enforcement	Legal	√			Westgate complaint being dealt with by Legal
Quality of Service	Member Services			√	Complaint reference: 14 006 297 complaint concerning decision of Council regarding a code of Conduct complaint
Procedures/Enforcement	Parking	√			Complaint that he had received a PCN, appealed it and not happy with the outcome.
Procedures/Enforcement	Parking	√			Parking Fine sent to the wrong address
Procedures/Enforcement	Parking	√			Complaint concerning action taken re benefits claim.
Officer Conduct	Parking Services	√			Complaint concerning conduct of bailiffs employed by the Council to collect parking fine
Officer Conduct Performance	Parking Services	√			Conduct of Civil Enforcement Officer when asking customer to move from loading area.
Officer Conduct/Performance	Parking Services	√			Complaint concerning conduct of Car Parking Officer.
Officer/Conduct Performance	Parking Services	√			Complaint concerning parking service van parked in coach bay and causing an obstruction.
Procedures Enforcement	Parking Services	√			Letter re X Roving Parking Tickets.
Procedures Enforcement	Parking Services	√			Parking at Swanfield Drive.
Procedures/Enforcement	Parking Services	√	√		Parking procedures re residents permits
Procedures/Enforcement	Parking Services	√			Complaint received about not being about to have a yellow line dispensation to visit dying father. Fiona D spoke to customer regarding this matter and verbally answered the complaint the same day.
Procedures/Enforcement	Parking Services	√			Parking Fine.
Procedures/Enforcement	Parking Services	√			Complaint received about the attitude of a CEO
Procedures/Enforcement	Parking Services	√			Complaint concerning issue of penalty charge notice.
Procedures/Enforcement	Parking Services	√			Complaint concerning parking fine.
Procedures/Enforcement	Parking Services	√			Complaint about marking in Bosham Car Park.

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Procedures/Enforcement	Parking Services	√			Complaint about the new Parking zones.
Procedures/Enforcement	Parking Services	√			Parking permit waiting list.
Procedures/Enforcement	Parking Services	√	√	√	Complaint concerning parking fine.
Procedures/Enforcement	Parking Services	√			Customer has purchased a season ticket for Post Office car park at Midhurst but often cannot find space to park.
Procedures/Enforcement	Parking Services	√			Complaint concerning parking enforcement in Wittering's area
Quality of Service	Parking Services	√			Complaint about builders parking on yellow lines and could CEO's patrol more often.
Quality of Service	Parking Services	√			Complaint about continuously getting parking tickets when they have a parking agreement with us.
Quality of Service	Parking Services	√			Complaint about the new barriers at the ADC car park.
Quality of Service	Parking Services	√			Complaint about travellers in Northgate car park, customer struggled to find a parking space, she has a season ticket
Quality of Service	Parking Services	√			Customer did not receive a reply to her enquiry
Quality of Service	Parking Services	√			Complaint concerning barrier at ADC car park not lifting for season ticket holder and the out of hour's response time for the helpline phone.
Quality of Service	Parking Services	√			Customer has not received a response to her enquiry
Quality of Service	Parking Services	√			Complaint about not receiving a refund yet which was requested end of Feb after returning parking permit.
Officer Conduct/Performance	Westgate	√			Complaint received about the swimming pool
Quality of Service	Westgate	√			Complaint about not being able to get a refund for the Tai Chi class that's was not available due to Council Maintenance.
Quality of Service	Westgate Leisure	√			Conduct of Officer