

## Formal Complaints 1 April 15 - 31 March 16

Type of Complaint	Service Team	Stage 1	Stage 2	Stage 3 LGO	Description
Quality of Service	Benefits Service		√		Complaint from customer concerning personal and financial information being sent to an old address
Quality of Service	Benefits Service	√			Complaint about the handling of benefit claim.
Procedures/Enforcement	Benefits Service	√			Complaint about the handling of benefit claim.
Procedures/Enforcement	Benefits Service			√	Ombudsman Decision 15 017 994 Complaint regarding Benefit Payment. Final decision: The Ombudsman will not investigate the complaint because it is reasonable to expect him to appeal to the First Tier Tribunal.
Procedures/Enforcement	Benefits Service	√			Housing Benefit claim
Procedures/Enforcement	Building Control	√			Complaint concerning Building Control procedures
Committee Decision	Chief Executive Office		√		Committee decision regarding determination of planning application for skate park
Quality of Service	Contact Services	√			Complaint about a member of staff and their conduct.
Quality of Service	Contract Services	√			Complaint received about waste collection service
Quality of Service	Contract Services	√			Waste collection service
Procedures/Enforcement	Contract Services	√			Waste collection for a customer with a disability
Quality of Service	Contract Services	√			Customer complaint. Black or brown bins were not emptied recently and they are located on the edge of the front garden by the pavement and clearly visible with only a thin bamboo screen in front of them. Also dry flattened cardboard was not collected again.
Quality of Service	Contract Services	√			Complaint regarding the rudeness of waste collection crew
Quality of Service	Contract Services	√			Complaint about Trade waste payment.

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Quality of Service	Contract Services	√	√		Complaint concerning bin collection point.
Officer Conduct/Performance	Contract Services	√			Complaint concerning Officer smoking in a Council vehicle
Procedures/Enforcement	Council Tax	√	√	√	Ombudsman Ref:15 010 511 Council Tax Payment Decision not to investigate the matter as there is a right of appeal to the Valuation Tribunal and insufficient remaining injustice to warrant investigation.
Procedures/Enforcement	Council Tax	√			Complaint concerning empty homes procedure for Council Tax
Quality of Service	Council Tax			√	Ombudsman ref 14008121 re Council Tax complaint re bailiff action. Decision complaint upheld Council found guilty of injustice and maladministration and compensation of £150.00 paid as suggested by Ombudsman.
Quality of Service	Council Tax	√			Complaint received about her address being incorrect on the Council Tax system, when she has advised before and that the officer she spoke to this morning was patronising.
Procedures/Enforcement	Council Tax	√			Council Tax Arrears
Procedures/Enforcement	Council Tax	√			Council Tax Account
Quality of Service	Council Tax	√			Incorrect information given regarding Council Tax
Quality of Service	Customer Services	√			Information customer given re waste collection service
Quality of Service	Customer Services and Building Control	√			Service received from Building Control and Customer Services on submission of Building Notice
Procedures/Enforcement	Development Management			√	Ombudsman Ref:15 009 098 Complaint to the Ombudsman regarding a decision made by the Council to include his home in the City's Local Building List. The Ombudsman will not investigate this complaint about the Council's decision as it is outside her jurisdiction because it was not made to her in time.

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Procedures/Enforcement	Development Management	√	√		Committee decision regarding the determination of planning application
Committee Decision	Development Management	√			Complaint about the planning meeting regarding the Park Farm development in Selsey.
Committee Decision	Development Management	√	√		Committee decision regarding the determination of planning application
Procedures/Enforcement	Development Management	√			Determination of planning application
Procedures/Enforcement	Development Management	√			Determination of planning application
Procedures/Enforcement	Development Management	√	√	√	Ombudsman ref: 15 006 885 complaint concerning a planning decision. Ombudsman's decision not to investigate
Procedures/Enforcement	Development Management			√	Ombudsman ref: 15 006 793 Complaint regarding planning application decision. Ombudsman decision not to investigate
Procedures/Enforcement	Development Management	√			Complaint regarding the process used for the determination of application.
Procedures/Enforcement	Development Management			√	Ombudsman Complaint ref: 15 006 511 regarding planning enforcement matter. Ombudsman decision not to investigate
Officer Decision	Development Management	√			Complaint about determination procedures for planning application
Committee Decision	Development Management	√			Determination of Planning Application
Officer Decision	Development Management	√			Complaint received about not being told about a neighbours planning application.
Procedures/Enforcement	Development Management	√			Determination of planning application.
Committee Decision	Development Management	√	√		Determination of planning application
Committee Decision	Development Management	√	√	√	Ombudsman Ref: 15 012 377 Committee decision re determination of planning application. Ombudsman decision; not to investigate because there is no sign of fault causing injustice in the way the Council dealt with planning matters.

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Quality of Service	Development Management	√			Complaint from customer regarding advice and service received from planning officer.
Committee Decision	Development Management	√			Committee decision regarding the determination of planning application
Committee Decision	Development Management	√			Committee decision regarding the determination of planning application
Procedures/Enforcement	Development Management	√			Planning Application decision SDNP
Quality of Service	Development Management		√	√	Ombudsman Ref:15 001 253 Complaint concerning information published on our website. Ombudsman decision is the complaint is upheld. The Council failed to remove all references to untrue comments when the matter was first raised. Compensation paid at the suggestion of the Ombudsman of £250.00 and apology given.
Procedures/Enforcement	Development Management	√			Enforcement Complaint
Quality of Service	Development Management	√			Complaint concerning personal information being published on our website when customer submitted a comment on a planning application
Committee Decision	Development Management	√	√		Committee decision regarding the determination of planning application
Committee Decision	Development Management	√			Committee decision regarding the determination of planning application
Committee Decision	Development Management	√			Committee decision regarding the determination of planning application
Officer Conduct/Performance	Development Management	√			Complaint regarding information given to Planning Committee regarding SDNP application.
Officer Decision	Development Management	√			Complaint received about officer decision
Procedures/Enforcement	Development Management			√	Ombudsman reference: 15 018 636 Determination of planning application. Decision; The Ombudsman will not investigate this complaint about the grant of planning permission for development next to the complainants home as she is unlikely to find fault in the Councils actions.
Committee Decision	Development Management	√			Determination of planning application

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Quality of Service	Development Management	√			Customer did not receive a response to his enquiry
Procedures/Enforcement	Development Management	√			Planning Enforcement Complaint
Committee Decision	Development Management	√			Determination of planning application
Procedures/Enforcement	Development Management	√			Planning enforcement complaint
Procedures/Enforcement	Development Management		√		Complaint concerning street art in Chichester. Holding response sent
Procedures/Enforcement	Development Management		√		Customer not happy with response to Stage 1 complaint concerning planning application
Quality of Service	Development Management	√			Customer was unable to use Public Access to make a comment because of a re-occurring error message
Procedures/Enforcement	Development Management	√	√		Planning Application - length of time taken to determine the application and wording on conditions
Procedures/Enforcement	Development Management	√	√		Planning Application Decision
Committee Decision	Development Management	√	√	√	Ombudsman Ref 15 007 181 Committee Decision re determination of planning application. Ombudsman decision not to investigate complaint
Quality of Service	Development Management	√			Customer did not receive a return call from the Officer when a message was left with Customer Services
Officer Decision	Development Management	√	√		Information provided by Officer re agricultural application
Procedures/Enforcement	Development Management	√			Planning application for tree works
Officer Conduct/Performance	Development Management	√			Complaint that customer has not received a response from the Officer
Officer Conduct/Performance	Development Management	√			Complaint about Planning in cahoots with WSCC and Southern water over land ownership.
Procedures/Enforcement	Development Management	√	√		Customer not satisfied with response regarding a Planning Enforcement matter

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Committee Decision	Development Management	√	√		Committee decision regarding the determination of planning application
Committee Decision	Development Management	√	√		Committee decision regarding the determination of planning application
Procedures/Enforcement	Development Management	√			Planning Application for listed building
Committee Decision	Development Management	√			Determination of planning application
Procedures/Enforcement	Development Management	√			Determination of planning application
Procedures/Enforcement	Development Management			√	Ombudsman ref: 1 5 010 964 Decision not to investigate complaint about not providing paper copies of planning applications and accepting cheque payment
Procedures/Enforcement	Development Management Team		√		Determination of a planning application
Quality of Service	Development Management	√			Complaint concerning how the Planning Application was dealt with
Quality of Service	Development Management	√			Complaint received about the process and how an application has been handled.
Quality of Service	Development Management	√			Complaint received about how long it's taken for a Planning decision to be made.
Procedures/Enforcement	Development Management	√			Complaint received about enforcement not acting on neighbour.
Procedures/Enforcement	Development Management	√			Complaint about that a neighbour's property had extension built without correct planning permission and that the Council took no action.
Officer Decision	Environmental Health	√			Complaint regarding comments made by Council's engineer concerning a planning application
Procedures/Enforcement	Environmental Health	√	√	√	Ombudsman ref: 15 017 805 Complaint concerning resurfacing of path. Ombudsman decision not to investigate customer complaint that the Council acted with fault in resurfacing private land rather than a footpath. The Council was acting on behalf of another authority and not carrying out one of its own functions.

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Quality of Service	Environmental Health	√			Not happy with the fact that he has paid us for a service and that the Pest company we use was unable to come out and treat.
Quality of Service	Environmental Health	√			Complaint about and Officer failing to make contact to take out of date product and receipt and statement.
Procedures/Enforcement	Environmental Health - Licensing team	√	√		Complaint concerning issue of Taxi license
Procedures/Enforcement	Estates			√	Ombudsman ref: 15 015 985. Complaint regarding lease of property. The Ombudsman decision not investigate complaint because it is reasonable to expect the customer to have complained to the Ombudsman within 12 months of becoming aware of the matters now complained about.
Officer Conduct/Performance	Health and Wellbeing	√			Complaint about letters aimed at over 65s sent to various address regarding wellbeing.
Officer Conduct/Performance	Housing	√			Complaint about a member of staff's conduct.
Officer Conduct/Performance	Housing	√			Attitude of Officer during interview
Quality of Service	Housing	√			Time taken to investigate fraudulent claim of request for housing
Procedures/Enforcement	Housing	√			Homeless Procedures.
Quality of Service	Housing	√			Complaint about the way his homeless application has been handled.
Officer Conduct/Performance	Housing	√			Complaint regarding an officer decision re housing
Officer Conduct/Performance	Housing	√			Complaint about the conduct of Housing officer.
Officer Conduct/Performance	Housing	√			Complaint regarding a member of the Environmental Housing team
Quality of Service	Housing			√	Ombudsman Investigation ref 15 000 751 Complaint re Disabled Facilities Grant and workmanship of adaptation which was completed in 2012

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					Decision The Ombudsman will not investigate as they are unlikely to be able to achieve the outcome requested.
Quality of Service	Parking	√			Complaint received about faulty lighting in South Pallant car park, parking not replying to customer e-mails
Quality of Service	Parking	√			Complaint about her way her parking permit has been handled.
Quality of Service	Parking Services	√			Complaint about Parking Machine 23 constantly not working.
Quality of Service	Parking Services	√			Customer complaint about lack of response to his email regarding street lights at Leatherbottle Lane Chichester
Quality of Service	Parking Services	√			Attitude of Civil Enforcement Officer
Quality of Service	Parking Services	√			Complaint regarding the barrier and intercom service at Avenue de Chartres car park.
Procedures/Enforcement	Parking Services	√			Complaint concerning Sunday Parking
Quality of Service	Parking Services	√			Complaint regarding the smart cards not working properly.
Quality of Service	Parking Services	√			ADC barrier continuously not lifting for customer although they have a season ticket
Quality of Service	Parking Services	√			Complaint concerning response when barrier would not open and subsequent processing of refund.
Procedures/Enforcement	Parking Services	√			Complaint received about the letter sent from Parking in response to her initial challenge to a Penalty Charge Notice
Procedures/Enforcement	Parking Services	√			Insufficient signage re car boot sale in Market Avenue Car Park
Quality of Service	Parking Services	√			Complaint concerning Avenue de Chartres car park. Customer experienced barrier and ticket machine problems.
Procedures/Enforcement	Parking Services			√	Ombudsman ref: 15 003 437 Complaint concerning informal appeal of parking fine. This complaint has not been investigated under the Council's complaints procedure as it is regarding a parking fine and after the informal challenge the customer has a further right to appeal. Ombudsman decision not to investigate



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Quality of Service	Parking Services	√			Complaint concerning Avenue de Chartres car park season ticket
Procedures/Enforcement	Parking Services	√			Unlawful parking in Orchard Gardens Chichester
Quality of Service	Parking Services	√			Customer given incorrect information when barrier failed to lift at ADC
Quality of Service	Parking Services	√			West Wittering Car Park was not fully open over the May bank holiday weekend
Quality of Service	Parking Services	√	√		Customer complaint that he did not receive a response within statutory time period
Procedures/Enforcement	Personnel	√	√		Council's Interview process
Quality of Service	Westgate	√	√		Complaint concerning disabled access to Jacuzzi