

SERVICE COMPLAINTS
April to June 2011

The Service Complaint	Outcome
An enforcement officer acted discourteously on a site visit and appeared to be motivated by personal considerations.	It was accepted that the enforcement officer's conduct could have been misconstrued but no offence was intended. There was no evidence to suggest that personal considerations were involved. The complaint was not upheld.
The Council should not have granted consent for the reduction of a protected tree on the basis that the work is not necessary. The Council did not act in accordance with proper procedures.	The application set out the reasons for the proposed works and these were considered in the context of the appearance of the tree at the time and the effect of the work upon it. No fault was found with the processing of the application from a procedural point of view and the outcome was arrived at in a properly considered way.