

**SERVICE COMPLAINTS**  
**July to September 2007**

<p>The complaint regarded the abrupt and rude conduct of a Council officer undertaking a site visit.</p>	<p>02.07.07</p>	<p>It was not accepted that the officer in question had acted unprofessionally and there was no intent to upset or cause distress.</p>
<p>The complaint was in respect of the approach adopted by the Councils Planning Enforcement team in investigating alleged breaches of planning control; the complainant that variations from an approved permission should be regarded only as a minor amendment.</p>	<p>24.07.07</p>	<p>Each of the changes were, on their own, relatively minor but as a matter of fact breaches had occurred. It was perfectly legitimate to investigate these breaches and the suggested remedy of the submission of a new application was an appropriate way forward. The advice given to cease works until the issues were resolved was sound and reasonable and it was not accepted that any injustice had occurred.</p>