

SERVICE COMPLAINTS
October to December 2007

The Service Complaint	Date	Action taken/Notes
A case officer was rude and unhelpful in dealing with an enquiry as to whether planning permission was required.	02.10.07	It was accepted that the case officer had acted in an unprofessional manner and an unreserved apology was given
An enforcement officer acted in an intimidating and unprofessional manner. The way a subsequent application for planning permission was handled was unsatisfactory, particularly with regard to publication of documents on the website and the way in which the case officer handled the matter.	12.10.07	<p>The enforcement officer's recollection of the discussion was that it was civil and that complainant was very helpful. Nevertheless, an apology was given if any offence was caused.</p> <p>The investigating was satisfied that the planning application in a fair and equitable manner.</p>