

Dover District Council
Complainant Custom

COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Complainant Receipt Date in period 'Year to date', columns totalled, Group by 'Complaint Status'

Ref	Receipt Date	Ward	Details of complaint
Closed			
C100282	18/04/2001	Sandwich	This complaint concerns the imposition of pay parking within the District. The Complainant alleged that the process had not been properly co-ordinated. The matter was referred to the Director of Planning and Technical Services who sent a response to the complainant. The Complainant requested an investigation be carried out and the matter was referred to the Complaints Investigator who, following his investigation, concluded there was no maladministration or injustice.
C100283	01/05/2001	Buckland	This complaint concerns the disabled access ramp at the Buckland Mill Toilet facilities. The complainant considered it difficult to travel across the stone surface. The matter was referred to the Director of Planning and Technical Services who investigated the issue raised. A letter has been sent to the Complainant advising that the work will be carried out as soon as possible.
C100289	08/08/2001	Middle Deal	This complaint was received from the Local Government Ombudsman who, on looking into the complaint regarding disabled facilities to a property, had treated it as withdrawn

Dover District Council
Complainant Custom

COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Complainant Receipt Date in period 'Year to date', columns totalled, Group by 'Complaint Status'

Ref	Receipt Date	Ward	Details of complaint
Closed			
C100291	10/08/2001	River	<p>This complaint was submitted direct to the Local Government Ombudsman and concerns advice given 9 years ago regarding planning permission for a development of a piece of land owned by the complainant. The complainant submitted the complaint as planning permission had been obtained recently for the site. The site was considered by the Planning Inspector following the inquiry into the Dover District Local Plan Deposit Draft and following his comments the Council could not sustain a refusal of planning permission. The matter was considered by the Ombudsman who decided not to conduct an investigation as the matter had occurred such a long time ago and he accepted the possibility that circumstances can and will change.</p>
Pending			
C100284	11/06/2001	Eythorne	<p>This complaint concerns the Council raising an invoice for works to the council property vacated by the complainant. The matter was referred to the Complaints Investigator and after discussion with the Director of Health and Housing the invoice was cancelled.</p>

Dover District Council
Complainant Custom

COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Complainant Receipt Date in period 'Year to date', columns totalled, Group by 'Complaint Status'

Ref	Receipt Date	Ward	Details of complaint
Pending			
C100285	13/06/2001	Mongeham	This complaint concerns the processing of and changes to housing benefits. The complaint has been passed to the Director of Finance and Central Support and is now subject to an investigation by the Complaints Investigator.
C100286	19/06/2001		This complaint concerns the procedures for gathering evidence and alleged oppressive conduct. The matter was referred to the Director of Finance and Central Support who has contacted the complainant. Subsequently, the matter has been referred to the Complaints Investigator who is looking into the matter.
C100287	17/07/2001	Middle Deal	This complaint concerns an allegation of oppressive behaviour by council officers. The matter was referred to the Complaints Investigator who concluded that there was no maladministration but recommended that a new policy be developed, an apology sent to the complainant and a conciliation meeting, chaired by the Director of Health and Housing, be held at the Council offices.

Dover District Council
Complainant Custom

COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Complainant Receipt Date in period 'Year to date', columns totalled, Group by 'Complaint Status'

Ref	Receipt Date	Ward	Details of complaint
Pending			
C100288	07/08/2001	Eythorne	This complaint concerns an alleged failure by the Housing Department to provide housing as required by the complainant. The matter was referred to the Director of Health and Housing who has responded to the matters raised. Subsequently, the complainant has been offered and has accepted alternative accomodation.
C100290	09/08/2001	N/A (Outside District)	This complaint concerns an alleged delay in processing housing benefit to the complainants tenant. The matter has been referred to the Director of Finance and Central Support who has responded to the issues raised by the complainant.
C100292	13/08/2001	North Deal	This complaint was received from the Local Government Ombudsman and concerns the allocation of transfer points and incorrectly recorded details of the complainants request for housing. The matter was referred by the complainant to the Local Government Ombudsman who is conducting an investigation into the matter.
C100293	11/09/2001	North Deal	This complaint concerns works carried out to a private property involving a grant paid by the Council. The matter has been referred to the Complaints Investigator who will issue a report in due course.

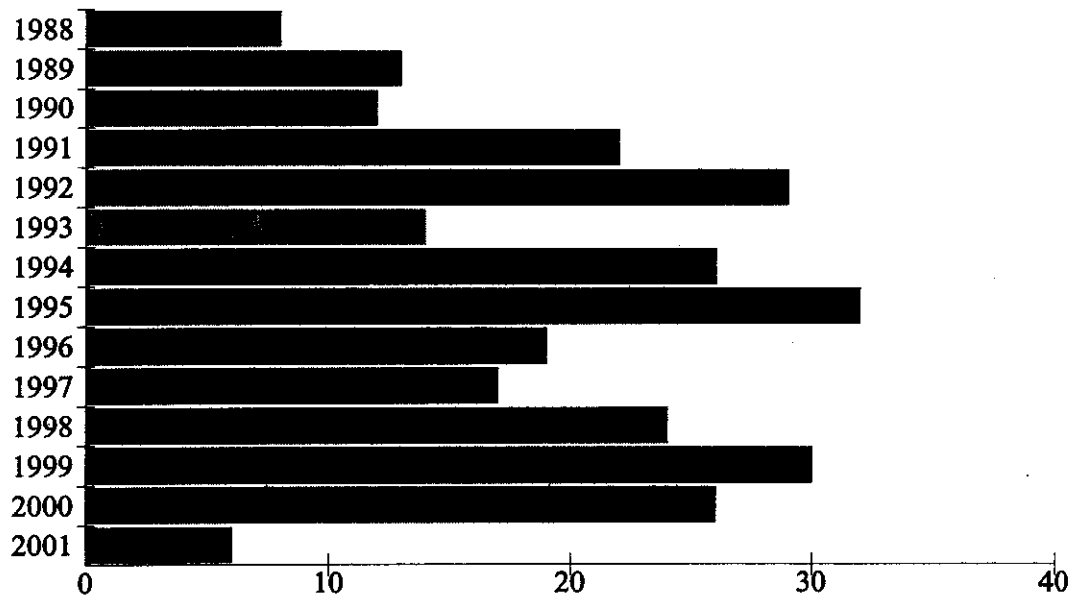
Dover District Council
Complainant Custom

COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Complainant Receipt Date in period 'Year to date', columns totalled, Group by 'Complaint Status'

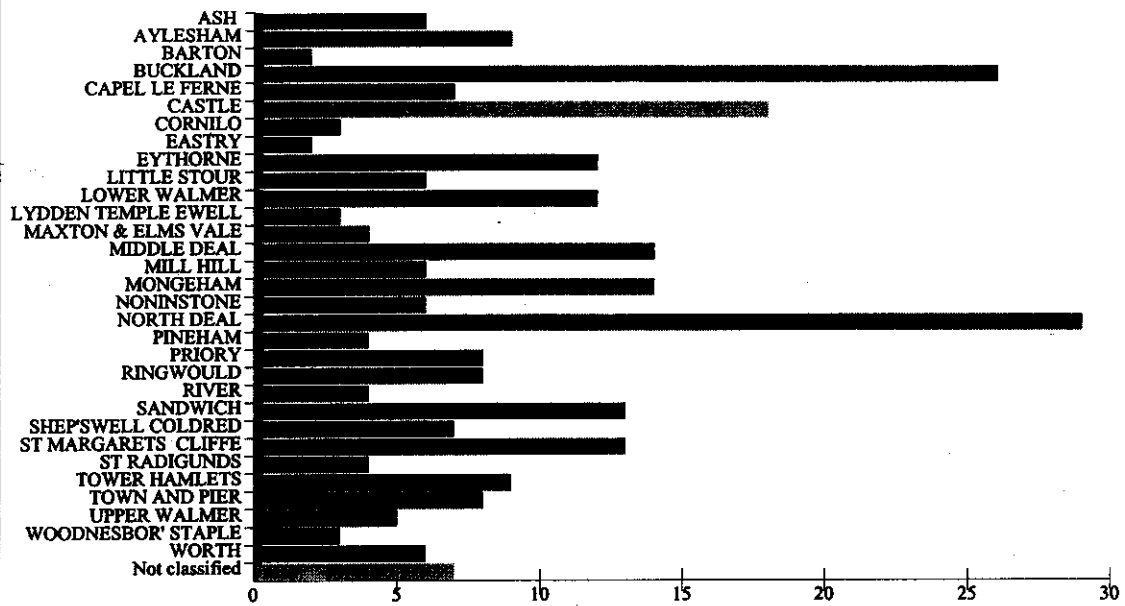
Ref	Receipt Date	Ward	Details of complaint
Pending			
C100294	12/09/2001	Lower Walmer	This complaint concerns the siting of satellite dishes at various addresses in a conservation area and the alleged failure of the Council to issue enforcement notices. The matter has been referred to the Director of Planning and Technical Services.
C100295	17/09/2001	St Radigunds	This complaint concerns alleged failure to respond to smoke contamination from a Council tenant's bonfire. The complaint has been referred to the Director of Health and Housing.

No. Of Complaints By Year



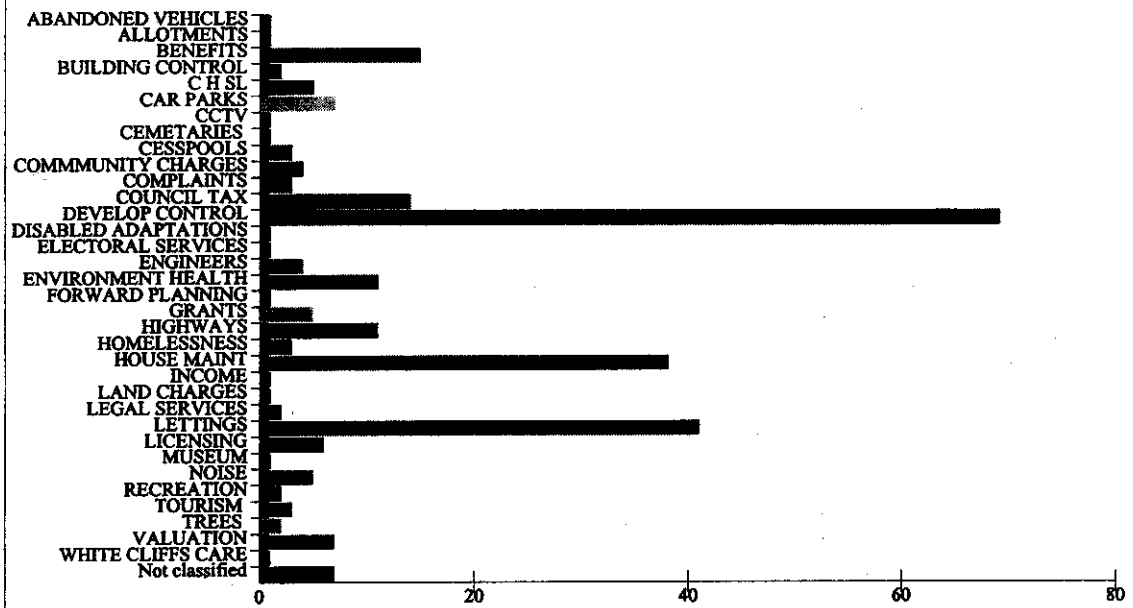
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

No. Of Complaints By Ward



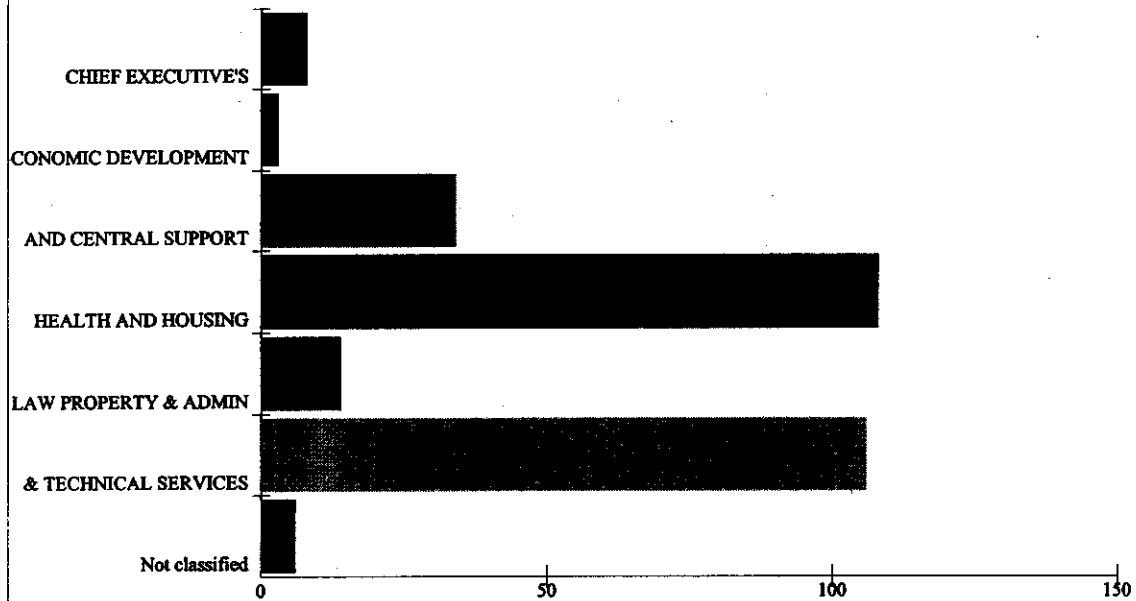
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

No. Of Complaints By Service



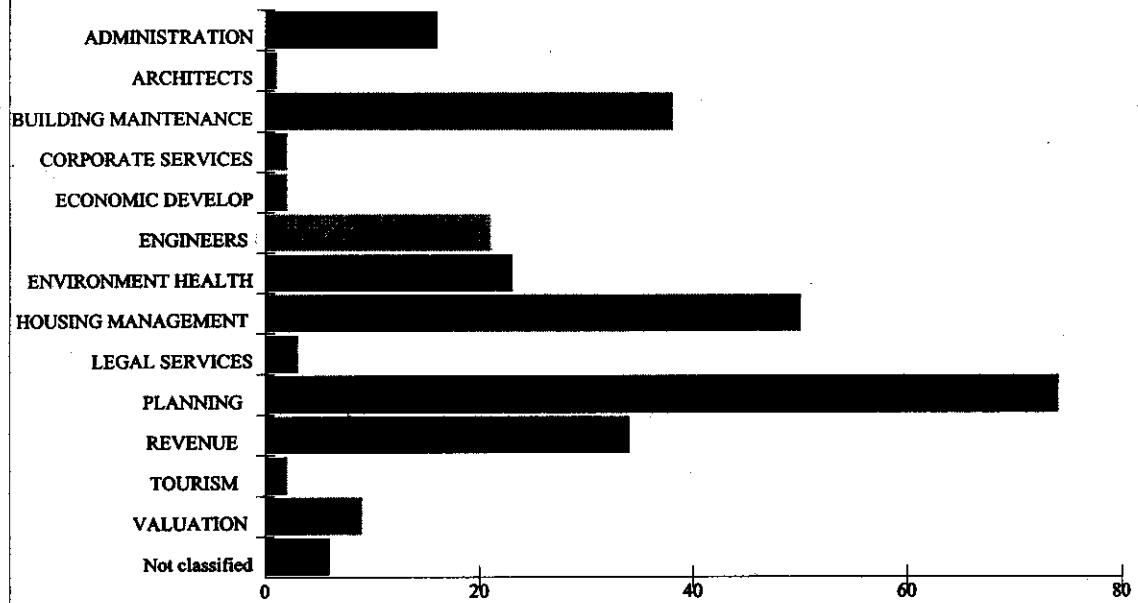
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

No. Of Complaints By Department



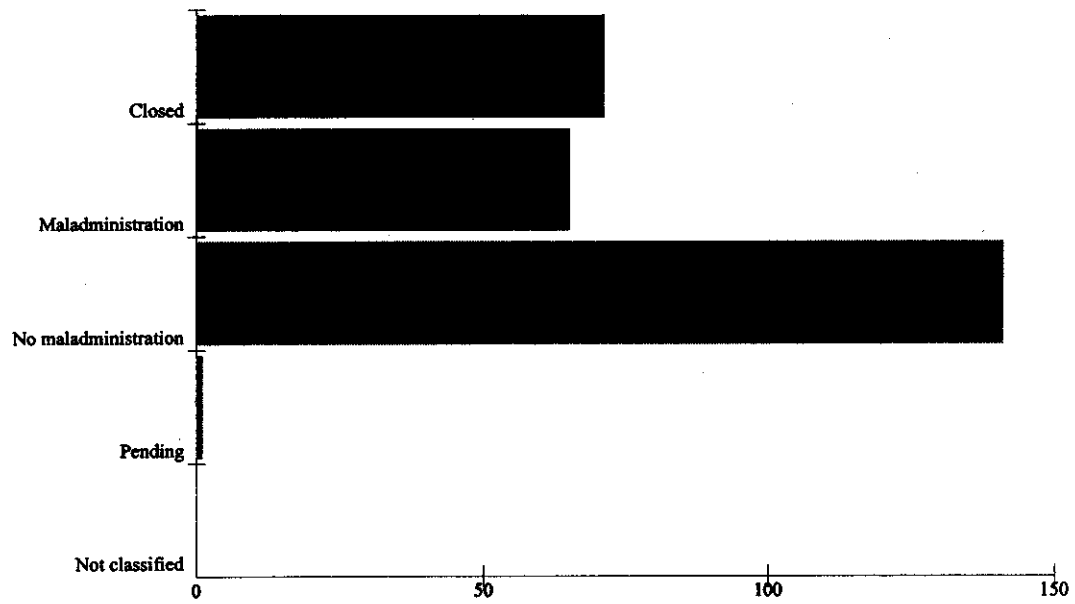
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

No. Of Complaints By Section



Complaint Receipt Date is between 01/09/1988 and 31/03/2001

No. Of Complaints By Classification



Complaint Receipt Date is between 01/09/1988 and 31/03/2001