

The Planning Policy & Environment Services
Complaints about our service and how we responded – decisions from April 2007

WDC Complaint No.	Date Received	The Complaint	How we responded and any improvements that resulted
492	14/01/08	Complaint regarding the handling of a situation whereby a tree covered by a TPO was removed without permission. Also the fact that neighbours were not informed by WDC that the tree had been removed and that there is no clear definition (in writing) regarding what scale/size or type the replacement tree(s) should be.	The decision to fell was not taken lightly but the application had to be viewed in the wider context. Also this tree would not have been considered to warrant a Tree Preservation Order. All TPO applications and decisions are available to view on the Council's website. The replacement planting required will provide a more sustainable and long term solution
485	19/12/07	Mr L originally reported in October 2007 that large trees and bushes were being damaged by unsympathetic pruning and requested that a preservation order be placed on the trees and bushes separating properties. A meeting was subsequently arranged with Council Officers where, he alleged that incorrect information was offered, not conforming with what actually has actually happened. In addition, questions raised in his letter addressed to The Chief Planning Office (dated 8/10/07) have not been answered in full, with a number of questions still awaiting responses.	Assurance given that the Council's Arboriculturist had visited the site in question and confirmed that the trees did not warrant a Tree Preservation Order. Other queries raised relating to other planning applications on this site were answered and the complainant reassured that they would be consulted on any future applications.
487	28/11/07	General Complaint about Planning Dept being unhelpful and more specifically that the Conservation Officer was obstructive	The complainant accepted the Council's offer to meet and discuss designs which would be acceptable
409	16/04/07	Complaint resulted from the resident wishing to remove some trees which had TPO's in place.	Following a visit by the Head of Service and the Arboriculturist a compromise was reached allowing the removal of 2 pines but the preservation of a beech tree.

436	05/07/07	Complaint re unhelpfulness of Planning Officer in respect of work to the residents' converted barn in a conservation area.	The resident had submitted sketches which did not clearly show the proposed changes. The Council are unable to provide a free design service but offered to meet with the resident to try to resolve matters
440	24/07/07	Complaint that the department had been consistently slow in dealing with the conditions attached to the applications which caused unacceptable delays in building work.	Some paperwork in respect of this application had been inadvertently filed causing a delay. We immediately took steps to rectify this and apologised to the complainant.