

**Audit & Scrunity**  
**SUMMARY OF COMPLAINTS**  
**01/04/2021 - 13/07/2021**

LOG NO:	Stage 1	Stage 2	Date Received	Complaint Summary	Date Ack (5 wd)	Date Resp (20 wd)	STATUS	Ack in 5	Resp in 20	Upheld?	Planning	Delivery	Corporate
1	Stage 1		13/04/2021	Complaint in relation to Dangerous road use on BBNPA	15/04/2021	05/05/2021	CLOSED	YES	YES	Not upheld		X	
2	Stage 1		27/04/2021	Complaint in how enforcement case is being handled.	28/04/2021	24/05/2021	CLOSED	YES	YES	Not upheld	X		
3	Stage 1		28/04/2021	Complaint received to the Ombudsman in relation to Planning	29/04/2021	29/04/2021	CLOSED	YES	YES	Not upheld	X		
4	Stage 1		05/06/2021	Site visit to be arranged for Planner	05/06/2021		CLOSED	YES	YES	Not upheld	X		
5	Stage 1		11/05/2021	Member of the public hit by a falling branch and suffered concussion whilst walking	17/05/2021	21/05/2021	CLOSED	YES	YES	Upheld		X	
6		Stage 2	18/05/2021	Request for stage 2 - planning	18/05/2021	08/06/2021	CLOSED	YES	YES	Not upheld	x		
7			08/06/2021	Complaint in relation to Keepers Pond	08/06/2021	22/06/2021	CLOSED	YES	YES	Partial	X		
8			08/06/2021	Complaint received to the Ombudsman in relation to Planning	08/06/2021	22/06/2021	OPEN	YES			x		
9	Stage 1		03/07/2021	Complaint - dat breach	03/07/2021		OPEN	YES			x		