

**Regulation and Review Committee
Panel**

30 April 2018

Present: Councillor P Earley (Chair)
Councillors T Mulvenna and L Spillard.

RQ137/04/18 Apologies for Absence

There were no apologies for absence reported.

RQ138/04/18 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

RQ139/04/18 Exclusion Resolution

Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ140/04/18 Stage Three Corporate Complaint - Ref: 102262592/102256107

The committee met to consider a complaint submitted against the Council's Planning and Building Control departments. The complainant had requested that the complaint proceed to Stage 3 of the Council's Corporate Complaints Procedure, which involved a hearing by the committee.

The officers in attendance were Jackie Palmer – Planning Manager, Craig Gill – Building Surveying Manager, Judith Hetherington – Customer and Member Liaison and Emma Fagan, Democratic Support Officer.

The complainant was in attendance at the meeting. The committee members had been provided with a copy of the service area and complainant submission.

Ms Palmer and Mr Gill set out the basis of the complaint, along with the responses so far from the Council, which related to works being undertaken at a neighbouring property to the complainants.

Members asked questions of the officer and sought clarification on a number of points.

Ms H set out the basis of her complaint and the resolution that she would like to see from the Council.

Following the conclusion of questioning, officers left the meeting to enable the committee to determine the complaint in private.

The committee considered all the evidence presented at the meeting both written and verbal and noted the steps that had been taken to resolve the complaint at stages 1 and 2 of the complaints process.

Resolved that (1) there was no further actions that the Council could take within its remit to resolve the issues the complainant had experienced; and
(2) any further available evidence relating to Building Control assessments should be shared with the complainant.