

Date of Complaint	Summary	Complaint Classification
05.01.21	Parking Permit complaint	Parking
07.01.21	Response time complaint	Planning
16.01.21	Complaint over speed bump at Victoria Way Car Park	Parking
11.01.21	Complaint over handling of Council meeting on 3 December 2020	Legal
20.01.21	Council Tax complaint	Council Tax
19.01.21	Complaint against housing officer	Housing
17.01.21	Dispute over planning enforcement action taken	Planning
26.01.21	Accessibility for disabled users on the WBC website	ICT
01.02.21	Dispute over Council Tax discount	Council Tax
20.01.21	Dispute over withdrawal of nomination to Housing Association	Housing
08.02.21	Planning complaint	Planning
10.02.21	Alleged false information used to reach planning decision	Planning
10.02.21	Complaint over delayed timescales on pre application	Planning
12.02.21	Dispute over PCN causing increased fine	Parking
15.02.21	Parking complaint	Parking
15.02.21	Dispute over address details	Parking
17.02.21	Council Tax complaint	Council Tax
19.02.21	Traffic build up around McDonalds	Neighbourhood Services
19.02.21	Traffic build up around McDonalds	Neighbourhood Services
20.02.21	Traffic build up around McDonalds	Neighbourhood Services
20.02.21	Traffic build up around McDonalds	Neighbourhood Services
25.02.21	Housing Benefits complaint	Housing
11.03.21	Licensing	Licensing
08.03.21	Parking dispute	Parking
16.03.21	Complaint over delay in response times	Planning
19.03.21	Complaint against Planning Enforcement Officer	Planning
25.03.21	Complaint over noise nuisance EH response and Planning enforcement response	Environmental Health
25.03.21	Complaint over handling of application	Planning
16.04.21	Planning complaint	Planning
24.04.21	Planning Complaint	Planning
26.04.21	Dispute over Planning Portal Use	Planning
29.04.21	Complaint against NVH staff	Housing
20.04.21	Unhappy with handling of FOI	FOI
07.05.21	Unhappy with service received from Housing Standards department	Housing
12.05.21	Parking permit dispute	Parking
13.05.21	Complaint against parking enforcement officer	Parking
21.03.21	Neighbour Dispute and harassment complaint	Community Safety - ASB

25.05.21	Parking dispute - Horsell Moor	Parking
02.06.21	Unhappy with a planning application handling	Planning
10.06.21	Unhappy with a planning application handling	Planning
11.06.21	Unhappy with a planning application handling	Planning
10.06.21	Complaint over missing documents that were posted to the Council	Post room
13.06.21	Council Tax dispute	Council Tax
15.06.21	Dispute over private rental assistance	Housing
09.06.21	Council Tax dispute	Council Tax
16.06.21	Complaint against Council procedures	Housing
15.06.21	Housing dispute	Housing
18.06.21	Parking PCN dispute	Parking
01.07.21	Complaint against Parking Officer	Parking
05.07.21	Parking Permit dispute	Parking
09.07.21	Complaint against Parking Enforcement officer	Parking
09.07.21	Housing dispute	Housing
17.07.21	Complaint over delayed response times	Planning
11.07.21	Council Tax dispute	Council Tax
01.08.21	Dispute over covid banners	Business Continuity
04.08.21	GDPR dispute	Housing
12.07.21	NVH review / waste collection	Neighbourhood Services
05.08.21	Planning complaint	Planning
07.08.21	Does not agree with Covid testing in the Leisure Centre Car Park	Business Continuity
11.08.21	Complaint against parking enforcement officer	Parking
23.08.21	Allocations dispute	Housing
	Resident fell outside Peacocks Centre	Neighbourhood Services
04.09.21	State of basketball court at De Lara Way playground	Neighbourhood Services
08.09.21	FOI handling	FOI
09.09.21	Complaint against parking enforcement officer	Parking
15.09.21	Car park curb height complaint	Parking
16.09.21	Complaint against Housing Officer	Housing
24.09.21	Complaint against Case officer and multiple refusals of a planning application	Planning
08.10.21	Housing allocations dispute	Housing
31.08.21	Property condition - private rented	Housing
01.10.21	Tree removal dispute	Planning
5.10.21	Housing	Housing
08.10.21	Council Tax dispute	Council Tax
07.10.21	Parking dispute	Parking
dated 30.09.21/ received 4.10.21	Sheerwater regeneration housing dispute	Housing
12.10.21	Parking dispute	Parking
20.10.21	Parking dispute	Parking
21.10.21	Council Tax dispute	Council Tax

27.10.21	Planning	Planning
31.08.21	Housing	Housing
02.11.21	Complaint against case officer	Planning
01.11.21	Complaint against Housing officer	Housing
27.09.21	Private rented complaint	Housing
25.10.21	Blocked ditch	Neighbourhood Services
11.11.21	Housing complaint	Housing
18.11.21	Town centre Development dispute over station Bus lane	Town Centre Development
24.11.21	Parking enforcement officer complaint	Parking
28.11.21	Complaint against planning officer	Planning
02.12.21	Parking enforcement officer complaint	Parking
22.11.21	Right to buy dispute	Housing
06.12.21	Elections complaint	Elections
02.12.21	Complaint against On street parking manager	Parking
21.12.21	Parking permit dispute	Parking

2021 TOTAL	93
PARKING	23
REVENUE AND BENEFITS	8
PLANNING	21
BUSINESS CONTINUITY	2
HOUSING	21
OTHER	18

