

## APPENDIX 1 - OVERVIEW OF COMPLAINTS RECEIVED - BIANNUAL UPDATE

Date of Complaint	Department	Summary	Request Review	Review Allowed
21.11.17	Neighbourhood Services	Complaint re construction issues		
27.11.17	Revenue and Benefits	Council Tax Bill		
01.12.17	Parking	Parking in Brewery Car Park		
03.12.17	Parking	Parking in Heathside Crescent		
05.12.2017	Planning	Outcome and Handling of Planning Decision		
11.12.17	NVH	NVH Complaint Review	Y	Y
11.12.17	Chief Executive	Centre Lease		
18.12.17	Parking	Parking Officer Attitude		
18.12.17	Benefits and Revenue	Business rates		
21.12.17	Planning	Outcome and Handling of Planning Decision		
04.01.18	Parking	Lighting in car park		
15.01.18	Douglas Spinks	Housing and HMO	Y	N
18.01.18	Ian Reynolds	Online residents parking renewals form not working		
19.01.18	NVH	NVH Complaint Review	Y	Y
22.01.18	Douglas Spinks	Outcome and Handling of Planning Decision	Y	N
24.01.18	Parking - Geoff McManus	PLAN/2017/0135		
11.01.18	Legal	Not happy with CPO process and Frazers' valuation of property		
29.01.18	Neighbourhood Services - Geoff	Difficulties in getting answers with regard to damage to his property caused by Serco (who are contracted by WBC)		
07.02.18	Legal	Relocation of Woking taxi rank		
23.02.18	Parking	Woking Council Free Car Park @ 6-7 Church Street Old Woking GU22 9JE		
05.03.18	Parking	Parking Officer Attitude		
13.03.18	Council Tax	Outstanding council tax payment		
19.03.18	Parking	Traffic on Sundridge Road		
25.03.18	Planning	Outcome and Handling of Planning Decision		
25.03.18	Council Tax	Issues with department		
27.03.18	Environmental Health	Issues with handling of complaint	Y	N
27.03.18	Planning	Outcome and Handling of Planning Decision		

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03.04.2018	Council Tax - Cathy Hames	Tax bill received with court costs included		
06.04.2018	Parking - Geoff McManus	Parking - Colliers Close		
09.04.2018	Car Parks - Ian Reynolds	Exit problem Victoria Way car park		
09.04.2018	Roads - Geoff McManus	Problems with road works & statues in Woking town centre		
13.04.2018	Emera Chown	Statues in Town Centre		
17.04.2018	Car Parks - Ian Reynolds	Green Dust on car whilst parked in Heathside Car Park		
25.04.2018	Parking - Ian Reynolds	Parking on verges in Queen Elizabeth Way		
25.04.2018	Parking - Ian Reynolds	Parking in Pares Close		
26.04.2018	Emma Bourne	Alarm at Sythwood School		
30.04.2018	Emma Bourne	Rats & Rubbish		
30.04.2018	Stephen Charles - NVH	Leaking Roof since December	Y	N
30.04.2018	Geoff McManus	Arthurs Bridge Road Traffic & Noise		
30.04.2018	Geoff McManus	Victoria Way Lane Closures		
01.05.2018	Catherine Bowyer - FL	Pool in the Park - issues		
26.04.2018	Parking - Ian Reynolds	Parking Payment Query		
28.04.2018	Parking - Ian Reynolds	Woking Shoppers Car Park		
03.05.2018	Dan Freeland	Outcome and Handling of Planning Decision		
06.05.2018	Chief Executive	Local Elections		
03.05.2018	Legal - Peter Bryant	Validity of Order for Pilot Voter ID at May 2018 Borough Elections		
08.05.2018	Housing - Stephen Charles	Garage Rental & Repairs		
11.05.2018	Parking - Ian Reynolds	Application for Resident Carers Parking Permit	Y	In progress
12.05.2018	JWS	Food Waste Collections	Y	In progress
14.05.2018	Parking - Ian Reynolds	Parking permit costs		
17.05.2018	JWS	Refuse Collections	Y	N
22.05.2018	Emma Bourne	Not happy that issued with fine for dropping and stubbing out a rollie on the floor - despite picking it up		

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21.05.2018	Housing	Complications with current living situation - temp accom	Y	
25.05.2018	Panning - Chris Dale	Unhappy with a planning application		
29.05.2018	David Ripley	Service received from Customer service staff at Enquiries desk		
27.05.2018	Arran Henderson	Damaged equipment at play area - Goldsworth park		
29.05.2018	Geoff McManus	Needless tree felling by Serco and companies contracted by WBC etc		
04.06.2018	Anti-social behaviour - Matt White and Allocations - Michele Dixon	Anti social neighbour		
09.06.2018	Noise complaint - Sarah Brown	Noise complaint from construction		
05.06.2018	Arran Henderson	Sheerwater allotments have been taken away from community skills group		
13.06.2018	Geoff McManus	Grass not being cut in Florence Way area		
20.06.2018	Neil Coles	Wants to appeal the Housing Act 2004 Improvement Notice		
24.05.2018	Chris Dale	Complaint against actions of Planning Officer		
15.06.2018	Neil Coles	Complaint about Officer		
19.06.2018	Geoff McManus	Grass cutting on Hermitage Estate		
20.06.2018	Ian Reynolds	Concerns about parking		
20.06.2018	Terry Stocks	Concern about SMI Application discount		
27.06.2018	Emma Bourne	Noise complaint at Old Woking Road Closure		
30.06.2018	Emma Bourne	Noise complaint in Goldsworth Park		
1.07.2018	Neil Allen	Lack of communication from Housing Benefit Office or Tribunal Court		

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**Graph to show complaint trends over the Period**

