

WBC Complaints – APPENDIX 1

| | Ref | Date Received | Officer | Nature of Complaint |
|----|----------|---------------|---------------------------|--|
| 1 | 416-2018 | 1.07.2018 | David Ripley | Lack of communication from Housing Benefit Office or Tribunal Court. |
| 2 | 417-2018 | 4.07.2018 | Terry Stocks/David Ripley | Council Tax payment has not been taken when everything in place to pay and now has a notice to say he needs to pay additional costs of £87.30. |
| 3 | 418-2018 | 09.07.2018 | Tim Morris | Complaint believes he is due some money back from Council Tax but has not yet received this. |
| 4 | 419-2018 | 11.07.2018 | Joe Williams | Not happy with the way an issuing of a fine for dropping litter was given to her disabled son. |
| 5 | 420-2018 | 14.07.2018 | Environmental Health | Not happy with Fixed Penalty Notice given for dropping cigarette. |
| 6 | 421-2018 | | DPO | She has not yet received a response for her FOI request sent in May. |
| 7 | 422-2018 | 16.07.2018 | Geoff McManus | Complaint about a parking officer who was considered passive aggressive whilst issuing a ticket. |
| 8 | 423-2018 | 17.07.2018 | Environmental Health | Travellers caravans & 2 x vehicles illegally squatting and blocking public footpath next to The Cricketers pub in Horsell Surrey |
| 9 | 424-2018 | 18.07.2018 | Ian Reynolds | Bad customer service. |
| 10 | 425-2018 | 24.07.2018 | Catherine Butler | Complaint regarding how her housing assistance request was handled, she has been deemed adequately housed from previous correspondence. |

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| 11 | 426-2018 | 24.07.2018 | Geoff McManus | Unhappy with how the new developments in Woking are disrupting Bus and Train services |
| 12 | 427-2018 | 18.07.2018 | Arran Henderson | Dangerous tree stumps left after bush cutting. |
| 13 | 428-2018 | | DMO Joanne McIntosh | Wishes to appeal his complaint - see 395-2018 |
| 14 | 429-2018 | 27.07.2018 | DPO | A complaint against her FOI response |
| 15 | 430-2018 | 02.08.2018 | Ian Reynolds | Complaint about parking attendant and the fact that he cannot appeal online as there is an error |
| 16 | 431-2018 | 3.08.2018 | Joanne McIntosh | Handling of plan app ref: PLAN/2018/0191 – Appeal |
| 17 | 432-2018 | 30.07.2018 | Tracey Haskins | Complaint regarding Officer conduct. |
| 18 | 433-2018 | 08.08.2018 | Stuart Clarke | Complaint in respect of illegally parked taxis that do not get tickets when civilian vehicles do when parked in the same bays - Car park off Locke Way in Addison Road. |
| 19 | 434-2018 | 7.08.2018 | Michele Dixon | Complaint in respect of the unhelpful service received when calling Housing Needs. |
| 20 | 435-2018 | 13.08.18 | Ian Reynolds | Complaint in respect of parking ticket that was issued 1 minute before complainant paid electronically. |
| 21 | 436-2018 | 20.08.18 | Geoff McManus | Complaint regarding trees that had been cleared on the Birchwood Road Conservation Area. |
| 22 | 437-2018 | 29.08.18 | Tracey Haskins | Complaint letter about tree roots damaging his artificial lawn after Serco removed Poplar trees nearby |

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| 23 | 438-2018 | 1.10.18 | Geoff McManus | Complaint regarding the condition of Woking Skate Park where the complainants son was injured. |
| 24 | 439-2018 | 15.09.18 | Chris Norrington | Complaint about nuisance noise. |
| 25 | 440-2018 | 19.09.18 | Daniel Freeland | Complaint about how a refusal of a Planning application was undertaken. |
| 26 | 441-2018 | 27.07.18 | DPO | FOI Response. |
| 27 | 442-2018 | 28.09.18 | Daniel Freeland | Handling of a Planning Application. |
| 28 | 443-2018 | 29.09.18 | Neil Allen | A complaint about the poor customer service received at the Civic Offices enquiries desk and miss-communication of what correct documentation should be supplied. |
| 29 | 444-2018 | 2.10.18 | Joanne McIntosh | Complaint about the time it has taken to respond to FOIA request. |
| 30 | 445-2018 | 1.10.08 | Hazel Craig-Waller | Complaint about the Litter accumulating around Bunyard Drive due to the increasing number of vacant homes. |
| 31 | 446-2018 | 9.10.18 | Catherine Butler | Complaint in respect of housing situation. |
| 32 | 447-2018 | 4.10.18 | Geoff McManus | Complaint in regards to alleged damage to his vehicle from an Amey waste collection truck and the fact that he has not received any insurance details or heard back from Amey in regards to his complaint. |
| 33 | 448-2018 | 4.10.18 | Daniel Freeland | Complaint about the handling of a planning application. |

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| 34 | 449-2018 | 22.10.18 | Neil Allen | Complaint about the treatment of applicant and delay in response to concerns about a benefit claim |
| 35 | 450-2018 | 22.10.18 | Douglas Spinks | Complaint regarding the proposed changes to Victoria Arch and Guildford Road * Objection to Planning Permission |
| 36 | 451-2018 | 23.10.18 | Douglas Spinks | Complaint regarding the proposed changes to Victoria Arch and Guildford Road. *Objection to Planning Permission |
| 37 | 452-2018 | 24.10.18 | David Edwards | Complaint regarding a Council's Building Inspector who allegedly failed to recognise a fault in the brickwork |
| 38 | 453-2018 | 29.10.18 | DPO | Not happy with the response to his FOI, he believes the information has been incorrectly refused, and has requested a review. |
| 39 | 454-2018 | 3.11.18 | Geoff McManus | Overcrowding at the Woking Fireworks |
| 40 | 455-2018 | 11.10.18 | Catherine Butler | Unhappy by the treatment from the Council in that they have been bidding for social housing but only found out in July that they no longer qualify due to their income |
| 41 | 456-2018 | 08.11.18 | Emma Bourne | Complainant dropped a muffin for the pigeons and received a FPN for littering. The Complainant is arguing that this is not littering but bird feeding. |

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| 42 | 457-2018 | 14.11.18 | Chris Dale | Complaint in respect of handling of a planning application. |
| 43 | 458-2018 | 21.11.18 | Leigh Clarke | Complaint that a phone called was received from the Council during a funeral. |
| 44 | 459-2018 | 14.12.18 | Catherine Butler | Complainant believes she has been placed in the wrong band and is unhappy with her current housing situation. |

