

## COMPLAINTS FORM

In accordance with the Planning Services Customer Charter I wish to complain that the Service has not delivered its advertised service standards.

*Please tick below the category into which your complaint falls, using the following page to give details of the complaint.*

**The Planning Service has failed to provide a statutory service, the level of service promised in a customer charter, a protocol, other advice note or verbally or has failed to undertake a statutory duty.**

If a complaint is made on this basis, the complainant must be specific e.g. 'my letter did not receive a reply within 5 working days', or 'as a neighbour I wasn't notified of a planning application (reference) which affects me.'

**An officer of the Service has been disrespectful or has given me incorrect advice.**

If such a complaint is made, details of the date, time, and circumstances of the alleged failing should be given, and the nature of the advice or abuse explained. Generalisations cannot be pursued as it is impossible to prove the validity of such a complaint e.g. "I didn't like his/her attitude" or "someone told me; he/ she said..."

**The procedures for dealing with a matter as published in a charter, protocol, advice note or verbal agreement have been disregarded by the service or have in some other way been incorrectly applied.**

Accurate and clear grounds for complaints of this type need to be given by the complainant. For example it is not acceptable to say "he/she broke the rules". Instead the complaint might be something like "Despite agreeing to attend the site on the afternoon of 5<sup>th</sup> February to investigate an allegation that my neighbour had constructed a fence without consent, the officer forgot to turn up".

Please complete this box with background evidence of your complaint, continuing on an additional page if necessary.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Please return the completed form to:

Andrew Ashcroft, Head of Planning Services  
Seaclose Offices,  
Fairlee Road,  
Newport,  
Isle of Wight.  
PO30 2QS