

West Devon BC
Decisions made in period (Apr 2015 - Mar 2016)

Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes
1 16011897 Leonard	Planning & Environmental Health	Planning for a cattery/kennels was refused; developer took to PI; neighbours commissioned extra noise reports and wanted Council to pay for these.	25/04/17	Not investigating	No injustice to Mr Leonard & neighbours; second report commissioned by Mr L was his choice.	n/a
2 16017239 Taylor/Brunati	Planning & Environmental Health	Neighbour got planning for 3 flats in 5 bed family home; unlicensed HMO; shop selling wrong things; safety issues	21/06/17	Not investigating	No fault with Council granting planning permission; no fault with decision to take no enforcement action	n/a
3 17008576 Thornton	Customer service	Bad customer service	16/10/17	Not investigating	Not investigating as Council already apologised, has had review of call centre by outside authority, has reviewed his calls, and on-going training for staff	Already in place: ie external review, on-going training
4 17015226 Patrick	Revs and Bens	Business rate reduction not applied	26/01/18	Not investigating	Not investigating as Council had already resolved issue. Delay was due to testing software	n/a