	Ref	Category	Brief Description	Decision date	Decision
1	13009288	Planning & Development	Drainage issues	15/Apr/2014	Upheld
2	13019197	Planning & Development		12/May/2014	Closed after initial enquiries
3	13012263	Planning & Development	Neighbour got false plans approved, we failed to sort it after hearing, failed to notify her (party wall missed).	27/May/2014	Upheld
4	14003728	Planning & Development		04/Jun/2014	Referred back for local resolution
5	14003316	Planning & Development	Miss G complained that her application was not decided within eight weeks	19/Aug/2014	Closed after initial enquiries
6	14009216	Planning & Development		02/Sep/2014	Referred back for local resolution
7	14010129	Corporate & Other Services		17/Sep/2014	Incomplete/Invalid
8	13018180	Environmental Services & Public Protection & Regulation	Mrs X complained the council should not have accused her of antisocial behaviour without speaking to her first	24/Sep/2014	Not Upheld
9	14012185	Benefits & Tax		22/Oct/2014	Referred back for local resolution
10	14014553	Planning & Development		18/Dec/2014	Referred back for local resolution
11	13019342	Planning & Development	Devon Bank replaced by high wall and treated as minor adaptation	19/Jan/2015	Upheld

12	13021064		Devon Bank replaced by high wall and treated as minor adaptation	19/Jan/2015	Upheld
13	14018519	Benefits & Tax		20/Feb/2015	Referred back for local resolution

Decision Details	Learning Outcomes
Drainage problems resolved and Council not responsible for unadopted section of road complained about - complaint closed	
19/11/13 Council wrote to planning applicant to say could only go ahead if have agreement of neighbours inc complainant. Pay £2,200.	Planners required to make and keep site notes
As Miss G used alternative remedy, her complaint is outside jurisdiction. Other matters complained about are intertwined with application and cannot therefore be separated.	
As no further reports of antisocial behaviour and neighbour has moved, therefore not good use of public money to investigate further.	
The Authority did not consider the impact on Mr Y's property or the surrounding landscape of replacing a Devon bank with a brick wall 2.75 metres above Mr Y's garden. It failed to impose any conditions for rendering or screening the wall. This was fault. Pay £250 for plants	Planners reminded to consider impact on neighbours

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