

**WRITTEN QUESTION TO THE MINISTER FOR THE ENVIRONMENT  
BY DEPUTY M.R. HIGGINS OF ST. HELIER  
ANSWER TO BE TABLED ON TUESDAY 21st JANUARY 2020**

**Question**

Will the Minister advise members how many complaints were made against the Environment and Planning Departments each year from 2016 to 2019; and will he explain the nature of those complaints and state whether or not they were upheld?

**Answer**

The total complaints recorded in the Department of the Environment's complaint register is as follows:

- 2019= 10
- 2018= 22
- 2017= 17
- 2016= 16

The below schedules for 2016-2019 summarise the nature of the complaints and their outcome.

2019	
Nature of complaint	Notes / Outcome
GDPR concern	Not upheld
GDPR concern	Customer advised to close the complaint
FoI Process	Partially upheld
Compliance case – complaints board	Partially upheld by Complaints Board
Planning case – complaints board	Partially upheld by Complaints Board
Planning and Building online submission content	No response required
Planning – question about case office	Complaint partially dismissed and in part partially upheld.
Environmental Health – barking dog complaint	Case open with IOC and they are still investigating
Environmental Health – noise complaint	Customer withdrew complaint
Environmental Protection – fly tipping response	No response required
Total	10

2018	
Subject area	Notes / Outcome
Planning – process inconsistency	CEO has met with complainant and is investigating options to progress issues
Planning – time delay	Complaint linked to existing Complaints Board
Planning – time delay	Complaint upheld. Solution offered.
Planning - accuracy of development completion	Complaints Board
Planning – incorrect advice given	No outcome recorded
Planning – process complaint about committee or officers	Explanation given. Complaint not upheld
Planning – condition compliance, response delay	No response required
Planning – staff attitude	Escalation of complaint to stage 3 complaint.
Planning – concern about plans accuracy	No outcome recorded
Planning – GDPR redaction	Complaint upheld. Redaction applied
Planning – new CLS reception service	No outcome recorded
Planning, building, Compliance – claims of officer conduct	Complaint ongoing
Building control – staff behaviour	Complaint dismissed
Staff – customer service	No outcome recorded
Staff – lack of response	Complaint upheld.
Staff – staff response	Complaint dismissed
Website service	No outcome recorded

Listed Buildings data on website	No outcome recorded
Various – jersey as a whole	Response given, customer withdrew.
Natural Environment – call returning	No outcome recorded
Met – tone of email	No outcome recorded
DVS – taxi drivers	Complaint ongoing
Total	22

<b>2017</b>	
<b>Subject area</b>	<b>Notes / Outcome</b>
Planning – decision challenged	Not upheld by Greffe
Planning – general service	Response given to clarify information
Planning – questioned planning committee decision route	Complaint accepted (in part).
Planning – planning application process	No outcome recorded
Planning – gdpr issue	Complaint upheld
Planning – lack of site visit	Complaint dismissed
Planning – system error about notification	Complaints upheld.
Planning – service complaint	Complaint partially upheld.
Planning – compliance case about unauthorised works	Agreement reached
Planning – time delay	Customer emailed the Minister to complain about the lack of response to this complaint. See separate complaint below.
Planning – lack of response	Original complaint was responded to, Chief officer replied.
Planning – time delay	Complaint partially upheld.
Appeal - information sent from 3 <sup>rd</sup> party	Upheld
Planning - response to previous complaint	Ministerial response provided

Staff – staff conduct repeat of previous complaint	All previous complaints dealt with. This correspondence not responded to as already dealt with on other occasions
Listed Buildings – time delay	Complaint upheld
Waste Management – lack of regulation	No outcome recorded
Environmental Health – lack of reply	Complaint partially upheld.
Website changes	Information reply given.
Total	19

<b>2016</b>	
Subject area	Notes / Outcome
Complaint – time delay	Partially upheld
Staff	Partially upheld
Staff attitude	Matter logged. No response as anonymous
Staff – not content with advice	No outcome recorded
Staff – time delay	Partially upheld
Staff attitude	Partially upheld
Staff attitude	Partially upheld
Planning – structure of dept	Dismissed
Planning – refusal of consent	Complaints Panel dismissed
Planning – staff attitude	Partially upheld
Planning – complaint about unauthorised use	Complaint not a planning matter
Planning – additional reasons for refusal added	Information provided
Planning – not happy with decision	Dismissed.
Planning - Challenging application and development taking place	Minister response and further information provided to customer
Energy Efficiency Service – work carried out by the scheme	Dismissed
Building – inconsistent application of byelaws	Complaints panel chairman dismissed
Total	16

