

Date: 23 August 2010
Your Ref:
Our Ref: ARE/JF/DER8619

Bolton Council

Chief Executive's Department
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Action Group**
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Dear Sirs

Appeal against decision

Thank you for your appeal received on 30 July 2010, regarding the Council's response to your complaint of 26 August 2010.

I have considered your appeal and summarise the points you raised together with my conclusions below.

Your appeal regarding the response you received from Mr Hill is based on the fact that you did not feel Mr Hill directly answered all the questions you posed.

Having reviewed both your letter and the response I have to question whether the Council's complaints process is the correct forum to voice your concerns. The Planning application process is very transparent and open to the public. It seems unfair to give preference to one particular group in an ongoing planning application simply because they choose to voice their concerns through the Council's complaints process, which is not in the public domain, rather than through the processes laid down in the Town and Country Planning Act.

It also raises the question of resources. If every objection to a planning application was processed as a complaint with each question posed regardless of limit, having to be fully answered then the Planning Department would not be able function.

In conclusion I feel that Mr Hill in his response to your letter and by agreeing to meet you has fulfilled the requirements of the complaints process. Though you may not feel he has been specific enough in his response, I do feel that there has to be a limit on Senior Officer time when dealing with enquiries regarding ongoing Planning applications. .

I trust this clarifies the matter but if you require any further assistance please do not hesitate to contact me on telephone number 01204 331101 or by e-mail at alan.eastwood@bolton.gov.uk. If you are not satisfied with my decision, you may contact the Local Government Ombudsman on telephone number 0845 602 1983 or by writing to; Local Government Ombudsman, Beverley House, 17 Shipton Road, York YO30 5FZ.

Yours faithfully

Handwritten signature of Alan R Eastwood in black ink.

Alan R Eastwood
Monitoring Officer
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