

From: Michael Dawson
Sent: 06 February 2017 19:53
To: Kevin Burrell; Customer Advocates
Cc: Mick Dawson
Subject: Re: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]

Dear Mr Burrell,

Apologies a) for the typo - it should have been 6-Jan-17 and b) I optimistically thought you were giving me an extension of 7 days. I haven't heard a peep out of UK Docks since I raised my complaint about Sunday Working on the 20-Dec-16. If you cannot reassign the incident to planning then please close it.

When I asked for the complaint to be passed back to you I should have said pass it to planning and also pass it to your section. When I said, "I wish to complain about the noise as well," it is implicit that the unnecessary noise is additional to the fact that they were working on Sundays."

They are two separate things and my last paragraph makes it clear that I consider them so, and to quote, "I will need two separate acknowledgements with their associated feedback numbers."

If you look further down the list of emails that you kindly attached you will see that my complaint 20-Dec-16 is titled "Sunday Working by UK Docks, River Drive." That is what my original complaint is about and I assumed, rather foolishly in retrospect, that whoever first handled my complaint would have known that it was a planning matter.

Please forward this to Customer Services - If neither incident 272189 nor 300150 can be reassigned to your Planning Section please ensure that both are closed and a new one raised for Sunday working by UK Docks. They were at work again yesterday.

Kind regards

Michael Dawson.

From: Kevin Burrell <Kevin.Burrell@southtyneside.gov.uk>
Sent: 06 February 2017 16:27
To: Michael Dawson
Cc: Customer Advocates
Subject: RE: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]

Dear Mr Dawson.

Thank you for your early response.

Please could you clarify some matters.

You advise that my reminder is dated 6th Jan 13, this is incorrect. It is correctly dated with today's date.

You advise that your complaint is not about noise, but may I refer you to the attached email dated the 6th January 2017 where you advise that you wish to complain about noise, and specifically ask for your email to be referred to the Environmental Health team.

I am unsure as to what you refer when you state below that the diary includes next Sunday, however in the email I have attached dated the 09th January, I advise that a diary can be filled in over a period of 21-28 days, which has now passed.

As you are aware, my involvement in this complaint relates solely to an investigation to see if a statutory noise nuisance exists, please can you specify if you would like this complaint to remain open.

Yours sincerely,

Kevin Burrell, Environmental Health & Resilience, South Tyneside Council

From: Michael Dawson
Sent: 06 February 2017 15:58
To: Kevin Burrell
Cc: Customer Advocates
Subject: Re: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]

Dear Mr Burrell,

Thank you for the reminder dated 6-Jan-13. May I point out to you that my original complaint was about Sunday working and not about noise but for some reason Customer Advocacy were advised that it was about noise so I decided to go along with them to see how the current system works.

It appears to be failing already. The diary related to my complaint issued 10-Jan-17 includes next Sunday but your reminder 6-Feb-13, says that if I do not return them to you within 7 days you will assume I do not wish to pursue the complaint and you will close the file but that excludes next Sunday.

Is next Sunday included or not?

The complaint was about a breach of planning permission and I apologise for not making this clear in my my initial complaint and the whoever received my complaint originally should have referred it to the Council's Planning Department.

I still do not have an incident or feedback back number for Sunday working on the site but I feel sure that Customer Services will be able to sort this out.

Yours sincerely

M Dawson.

From: Kevin.Burrell@southtyneside.gov.uk
Sent: 06 February 2017 14:55
To: Mr Dawson
Subject: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]
This email has been classified as: NOT PROTECTIVELY MARKED

Dear Mr Dawson

Please find attached letter* I have sent to you today regarding your noise diary sheet.

Kind Regards

Kevin

* Kevin Burrell says, "If the record sheet is not returned within the next seven days I will assume you do not wish to pursue the complaint and close the file accordingly"