

From: Julie
Sent: Wednesday, February 8, 2017 13:30
To: Michael Dawson
Subject: Re: Fw: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]

Hi - suggest you copy this directly to MP Emma and specify you'd like for her to take up the issues locally, and as national issues for constituents having no power to challenge issues with local planning issues.
I'd pull out the issues individually, e.g. planning breach; misdirection (working times = noise).
I think you need to emphasise that it now needs to be escalated as a campaign against unfair and detrimental planning decisions, particularly where unrealistic assessments are reported?

Julie

----- Original message -----

From: Michael Dawson
Date: 07/02/2017 13:31 (GMT+00:00)
To: Melanie Todd
Cc: +7
Subject: Fw: Noise nuisance complaint - UK Docks.

Hi Melanie,
My complaint about Sunday working has come to nought as you can see from the emails below.

I noticed when I complained about the overbuilding of 71 and 72 Green's place, especially 71, the 'Ponderosa' as Evelyn used to call it, that by the time the complaint got to the Local Government Ombudsman (LGO), it had been reduced to a matter of opinion upon which the LGO will not make a judgement. The fact that neither extension had been built to plan had been ignored despite my efforts.

A similar thing has happened here. The Council have managed to change my complaint about Sunday working to the very subjective one of a complaint about noise and as you can see the procedure used by Environmental Health can be rigged. Whoever was responsible did not want to register my complaint about the breach of condition 5 as it would reflect badly on the Council. If someone wants bring this to the attention to the Head of Planning then please do.

I am having more than enough trouble with the breach of condition 2 (that the enclosure be built to plan) to worry about the breach of condition 5.

They still cannot produce any plans that have been authorised to show that it is not 2.7m too high. In fact the drawings they showed to the LGO show no evidence that they have ever been to the T&WDC let alone been authorised.

I don't know if you have come across her but there is a new body, 'The Corporate Lead', a Mrs Haley Johnson who manages the process and staff that support customer complaints and compliments and I think she is answerable to the Chief Executive. To date she has not commended herself well to me and is what my mother would have called a nasty piece of work.

Meanwhile she is making it very difficult for by hiding behind behind Customer Advocacy and if anyone discovers her email address please let me know.

Cheers,

Mick

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.