

From: Alison Hoy <Alison.Hoy@southtyneside.gov.uk> on behalf of Customer Advocates  
<Customer.Advocates@southtyneside.gov.uk>  
Sent: 14 February 2017 15:07  
To: Michael Dawson <daw50nmdj@hotmail.co.uk>  
Subject: Request for screen information [NOT PROTECTIVELY MARKED]

Dear Mr Dawson

The reference number 272189 does not refer to a feedback logged on your behalf but to a 3rd party. This cannot therefore be sent to you.

Officers at the Town Hall were correct in advising you that they could not help you further with complaints regarding Sunday working at UK Docks, as this had been dealt with as part of the historic complaint you made to the Council and to which current contact restrictions apply.

yours sincerely

Alison Hoy  
Performance and Information Support Officer  
Customer Advocacy  
South Tyneside Council

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From: Michael Dawson  
Sent: 13 February 2017 09:52  
To: Customer Advocates  
Cc: Mick Dawson  
Subject: Fw: Sunday Working UK Docks

Dear Alison,

Please send me a screen print of the registration of 272189, similar to the one you did for 248789 all that time ago.

I felt I was being sent round in circles with this one and as I was in the vicinity, I called in the Town Hall for a copy. The Front Desk quickly established that 'Gary' of Planning was responsible but he was unavailable to help.

I spoke to Lynne Brennan over the phone from the front desk but as soon as I said I was talking about UK Docks she mentioned Local Government Ombudsman report. When I said that all I wanted was a screen print she said she did not have authority to provide one and I would have to refer to Customer Advocacy - hence this email.

I wanted to ask her whether it was only your office that had the authority but I felt she had already been placed in an uncomfortable position.

Let me stress that I have no complaint about either the Council's Front Desk or Lynne and I only wanted to save you and I much bother.

Kind regards  
Michael Dawson

From: Kevin Burrell  
Sent: Tuesday, February 7, 2017 15:22  
To: Michael Dawson, Customer Advocates  
Cc: Mick Dawson <mailto:mick.dawson@theharbourview.co.uk>  
Subject: RE: Noise nuisance complaint - UK Docks. [NOT PROTECTIVELY MARKED]

Dear Mr Dawson

Thank you for your email. I have closed your complaint reference 272189 relating to a noise nuisance investigation.

Kind Regards  
Kevin

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From: Michael Dawson <daw50nmdj@hotmail.co.uk>  
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.