

From: Alison Hoy on behalf of Complaints <Complaints@southtyneside.gov.uk>
Sent: 23 December 2016 09:40
To: Michael Dawson
Cc: Cllr John Anglin
Subject: RE: Sunday Working by UK Docks, River Drive. [NOT PROTECTIVELY MARKED]

Dear Mr Dawson

I had responded as we currently have contact restrictions in place for you and therefore issues relating to the boat shed will be referred to me initially in order to assess whether the contact relates to your historic complaint on the original boat shed, or new matters.

The contact restrictions was for persistent and unreasonable complainants and as one can see there had only been 2 complaints until December 2016, and it was a misapplication of the code because it was not relevant to a complaint about the Council giving misinformation to the Local Government Ombudsman *when the Council was giving the Ombudsman misinformation*. The complaints were:
1 – their shed was in breach of the second condition, 10-Jan-14;
2 – a senior planning officer had lied to the Ombudsman when he said there no breach in the second condition, LGO Findings 15-Apr-15.

I will then refer any new matters to the relevant teams and had done so for advice on this report regarding the allegation of Sunday working outside agreed hours. I would refer you to the highlighted paragraph below regarding the Sunday working matter which was received from the team.

The reporting of breach of the 5th condition was not an allegation. The relevant teams have therefore been giving misinformation to Alison – another lie in common parlance.

Should you raise a noise nuisance complaint via the Customer Contact Centre a reference number would be assigned to that report and our Environmental Health Team would then deal with the issue. There is nothing to escalate regarding your latest report of hammering on a railing on a Sunday morning as advice has been given on how to take this matter forward correctly with Environmental Health.

There was nothing to escalate as she had rewritten the complaint about the breach of the 5th condition to the one about noise. It was the noise generated by the workman hammering that alerted the residents of Greens Place that the 5th condition was being breached – a planning matter, not an environmental one.

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