

Contact with South Tyneside Council  
From: Customer Advocates  
Date: 29/04/2021 (16:18:37 BST)  
To: [mick.dawson@theharbourview.co.uk](mailto:mick.dawson@theharbourview.co.uk)  
Attachment

Contact Restrictions Letter 29 04 21.pdf

Dear Mr Dawson

I am writing to you following Ms Hoy's letter to you of 28 August 2018, advising that the contact restrictions which had been imposed on your contact with the Council had been lifted. The letter advised you that we would continue to monitor your contacts with the Council, and should you attempt to resume your historic complaint, that we would take similar action in the future, should the need arise.

Despite this advice, you have emailed again attempting to resurrect the complaint despite having been advised that we will not look at these historic issues. You were also advised that you are free to contact the Ombudsman and make further enquiries of their office, but unless the Council receives formal enquiries from the Ombudsman, we would not look at this further.

You have however continued to email Council Officers and Elected Members, as well as copying to local MP's, Press and your own contacts, on several occasions attempting to initiate further investigations into the historic complaint.

Our records show that you have emailed the Council on many occasions since 28 August 2018; all of your contacts refer in some way to the historic complaint with the UK Docks site. Listed below are contacts since January 2020:

15 January 2020 To: Simon Buck  
CC: Keith Palmer; Cllr Angela Hamilton; Cllr David Francis; Hayley Johnson; Customer Advocates  
Subject: Correspondence with the Office of Emma Lewell-Buck

16 January 2020 To: BUCK, Simon; Keith Palmer  
CC: Cllr Angela Hamilton; Cllr David Francis; Cllr John Anglin; Nicola Robason; Hayley Johnson; Alison Hoy  
Subject: Correspondence with the Office of Emma Lewell-Buck

17 January 2020 To: Melanie Todd  
CC: BUCK, Simon; Keith Palmer; Nicola Robason  
Subject: Correspondence with the Office of Emma Lewell-Buck

23 January 2020 To: Keith Palmer  
CC: Emma Lewell-Buck MP; BUCK, Simon; Cllr Angela Hamilton; Cllr David Francis; Cllr John Anglin; Peter Cunningham; Hayley Johnson  
Subject: Complaint: 248789 - Inappropriate Development on River Drive

31 January 2020 To: Nicola Robason  
Cc: Emma Lewell-Buck MP; Keith Palmer; BUCK, Simon; Customer Advocates; Cllr Angela Hamilton; Cllr David Francis; Cllr John Anglin; Peter Cunningham  
Subject: Correspondence with the Office of Emma Lewell-Buck

20 February 2020 To: Keith Palmer  
CC: Emma Lewell-Buck MP; Cllr Angela Hamilton; Cllr David Francis ; Cllr John Anglin; Graeme Watson; Peter Cunningham; Nicola Robason; Stuart Wright  
Subject: Conduct of South Tyneside Council

24 February 2020 To: Simon Buck  
CC: Keith Palmer; Emma Lewell-Buck MP; Cllr Angela Hamilton; Cllr David Francis; Nicola Robason; Stuart Wright; George Mansbridge; Hayley Johnson  
Subject: Conduct of South Tyneside Council

26 February 2020 To: Nicola Robason  
Subject: Correspondence with the Office of Emma Lewell-Buck

26 February 2020 To: Nicola Robason  
CC: Simon Buck; Emma Lewell-Buck  
Subject: Correspondence with the Office of Emma Lewell-Buck

2 May 2020 To: Emma Lewell-Buck MP  
CC: Cllr Angela Hamilton; Cllr David Francis; Mick Dawson  
Subject: LGO and Complaints Procedure

18 May 2020 To: Keith Palmer  
CC: Emma Lewell-Buck MP; Cllr Angela Hamilton; Cllr David Francis;  
Customer Advocates; Simon Buck  
Subject: Correspondence with the Office of Emma Lewell-Buck

25 June 2020 To: Cllr Angela Hamilton  
CC: Emma Lewell-Buck MP  
Subject: Fallout from Phone Call, 13-Jan-20

16 July 2020 To: Cllr David Francis  
CC: Cllr Angela Hamilton; Cllr John Anglin; Emma Lewell-Buck MP; Keith Palmer; Simon Buck; Mick Dawson  
Subject: Complaint: 248789 - Unplanned Development on River Drive

20 July 2020 To: Cllr David Francis  
CC: Mike Dawson  
Subject: Complaint: 248789 - Unplanned Development on River Drive

22 July 2020 To: Nicola Robason  
CC: Cllr Hamilton, Cllr Francis; Emma Lewell-Buck MP; MP Trevelyan; Customer Advocates; Simon Buck; Keith Palmer; Hayley Johnson  
Subject: Complaint: 248789 - Unplanned Development on River Drive

23 October 2020 To: Emma Lewell-Buck MP  
CC: Cllr Angela Hamilton; Mick Dawson  
Subject: Who was Keith Palmer?

30 November 2020 To: Emma Lewell-Buck MP; MP Trevelyan; Cllr Hamilton; Cllr Francis; Peter Cunningham; Hayley Johnson; Alison Hoy; George Mansbridge; John Rumney  
Subject: South Tyneside Council and the Local Government Ombudsman

7 December 2020 To: John Rumney  
CC: Emma Lewell-Buck MP; Anne-marie Trevelyan MP; Cllr Angela Hamilton;  
Cllr David Francis; Peter Cunningham; George Mansbridge  
Subject: Building Control and South Tyneside Council

18 December 2020 To: Nicola Robason  
CC: Emma Lewell-Buck MP; Anne-marie Trevelyan MP; Cllr Angela Hamilton;  
Cllr David Francis; Peter Cunningham; George Mansbridge; Hayley Johnson;  
Alison Hoy; Garry Simmonette; Keith Palmer  
Subject: South Tyneside Council and the Local Government Ombudsman

23 December 2020 To: Nicola Robason  
CC: Emma Lewell-Buck MP; Anne-marie Trevelyan MP; Cllr Angela Hamilton;  
Cllr David Francis; Peter Cunningham; George Mansbridge; Hayley Johnson;  
Alison Hoy; Garry Simmonette; Mick Dawson  
Subject: Conflation of Complaints.

24 December 2020 To: Emma Lewell-Buck MP  
CC: Keith Palmer; Cllr Angela Hamilton; Cllr David Francis; Cllr John Anglin  
Subject: Complaint: 248789 - Unplanned Development on River Drive

5 January 2021 To: Emma Lewell-Buck MP  
CC: Nicola Robason; John Rumney; Alison Hoy;  
Subject: Belief of misinformation to LGO

4 February 2021 To: Nicola Robason  
CC: Evening Chronicle  
Subject: South Tyneside Council and the Local Government Ombudsman

12 March 2021 To: Melanie Todd  
CC: Emma Lewell-Buck MP; Anne-Marie Trevelyan MP; John Rumney; Alison  
Hoy; Nicola Robason; Cllr John Anglin; George Mansbridge; Peter  
Cunningham; Hayley Johnson  
Subject: Misrepresentation of Plans

12 April 2021 To: Cllr David Francis  
CC: Melanie Todd; Alison Hoy; Nicola Robason; Hayley Johnson  
Subject: Shed and Corruption - Part 2

Due to this continuation of unreasonable behaviour and in line with the Council's persistent/unreasonable behaviour policy, we must advise you that we will now impose contact restrictions from immediate effect.

- Any emails you make to officers of the Council regarding this subject, will not be acknowledged or responded to.
- Any complaints you may wish to raise with the Council must be emailed to the Customer Advocacy inbox [customer.advocates@southtyneside.gov.uk](mailto:customer.advocates@southtyneside.gov.uk). Any correspondence to this email address will be monitored weekly.
- Any new issues you raise will be dealt with appropriately, but you will only receive a response to new and substantive points of complaint. Any correspondence that refers to historic issues will not be responded to or acknowledged but will be referred to when reviewing these contact restrictions

- You should raise any new general enquiries or requests for service such as waste collections, council tax enquiries, with our Customer Contact Centre by telephone on 0191 427 7000.

I enclose a copy of our Complaints Policy and would refer you to Section 7 on Dealing with Unreasonable Behaviour. In my view, your behaviour is unreasonable because:

- persistent refusal to accept a decision; persistent refusal to accept explanations;
- continuing to contact us without presenting new and relevant information
- Adopting a 'scattergun' approach: pursuing a complaint or complaints with the authority and, at the same time, with a Member of Parliament/a councillor/ independent auditor/the Standards Board/local police/solicitors/the Local Government Ombudsman/the press.

These restrictions will be put in place immediately and will be reviewed in twelve months' time.

Yours sincerely

Paula Abbott

Information and Feedback Officer

Performance and Information Team

South Tyneside Council, Level 0, Town Hall and Civic Offices,

Westoe Road, South Shields,

Tyne & Wear, NE33 2R