



# South Tyneside Council

Mr Dawson  
70 Greens Place  
South Shields  
Tyne and Wear  
NE33 2AQ

Date: 17 January 2017  
Our Ref:

Dear Mr Dawson

I am writing to you regarding your repeated enquiries of the Council and now Councillor Anglin, regarding complaints with the boat shed built at UK Docks, despite my letter to you of 5 October 2016, which set out the restrictions placed on your contact with the Council regarding this historic complaint.

My letter requested that you refrain from raising historical complaint issues regarding the boat shed or any other matters which had already exhausted the Council's complaints procedure.

You have however continued to email Council officers on several occasions attempting to initiate further investigations into the dimensions of the build of the shed and also the working hours of the site. Confirmation was provided to you following advice from the Council's Planning Manager on 21 December 2016, that with regards to the control of general working hours at the site, in respect of planning no restrictions exist. This matter was considered and responded to by the Local Government Ombudsman in response to the earlier complaint they investigated on your behalf. The matter was also considered in the committee report for the latest planning application for the site.

You were advised that as there are no restrictions to the working hours on site, it would only be evidence that a statutory noise nuisance existed which would allow the Council to take action regarding noise from Sunday working.

You have emailed the Council on at least 15 occasions since 5 October 2016 and 12 of those emails contained references to your historic complaints with the UK Docks site. Your complaints about those matters have been the subject of extensive investigation by the Council and the Local Government Ombudsman. You have also attempted to raise these same historic matters recently with Councillor Anglin.

Due to this continuation of unreasonable behaviour we must advise you that should you continue to raise these historic complaint issues we will take further steps and will no longer accept any contact from you by email. We will block your email address from our computer systems and any future attempts to contact us using alternative email addresses will also be blocked.

- Any complaints would then need to be made in writing to the Council via the Customer Advocacy Team, South Tyneside Council, Performance and Information Team, Strathmore, Rolling Mill Road, Jarrow, Tyne and Wear, NE32 3DP.

- They will ensure that any new issues you raise are dealt with appropriately but you will only receive a response to any new and substantive points of complaint you make.
- You should raise any new general enquiries or requests for service with our Customer Contact Centre by telephone on **0191 427 7000**.

The reasons for these restrictions are as follows:

- Your chosen method of contact with us, ie numerous emails to different people and across the Council, make unnecessary demands on the time and resources of our staff, creating confusion as to who you expect to deal with the issues and receive a response from, should one be warranted;
- You insist that your complaint is dealt with in ways that are incompatible with our adopted complaints procedure or good practice, for example by again attempting to introduce the issue of the base width of the boat shed which was part of the 2014 complaint and therefore considered by the Ombudsman

These further restrictions on your contact will come into effect immediately should you continue to email the Council with historic matters.

Yours sincerely

**Hayley Johnson**  
**Corporate Lead Strategy and Performance**