

Appendix D: 2014-2015 Quarter 1 Complaints Payments and Refunds

Service	Stage	Amount	Reason
Development Management	1	£120	Refund of a payment offered for pre app advice that was delivered late impacting on viability of project. Refund offered, but not taken.
Development Management	1	£36	Refund of a payment for pre app advice that was delivered late impacting on viability of project.
Environmental Services	1	£2.71	Problems around garden waste collection. Account extended for an extra month.
Environmental Services	1	£2.71	Problems around garden waste collection. Account extended for an extra month.
Environmental Services	1	£22.50	Refund of bulky collection fee, as collection was missed.
Environmental Services	1	£32.50	Problems with Garden Waste bin delivery. Customer charged twice for Garden Waste bin. Full amount refunded.
Housing Services	1	£500	Compensation offered due to length of time taken to deal with homelessness application
Parking Services	1	£290	Refund of PCNs paid, due to error in processing resident permit. Consists of 4 x PCNs of varying values
Parking Services	1	£20	Fee for carer's parking permit waived due to problems with applying for the permit
Total		£1026.42	