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RESPONSE TO PUBLIC QUESTIONS



Your Ref:
Our
Ref:RFR/SG

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3 May 2022

Dear Mr Rowe

Council – 27 April 2022

Thank you for your question to full Council. As I was unable to answer the question then, the matter has since been raised with the relevant service leads. I am now able to respond on behalf of the Council.

In answer to your specific question, about who is accountable for the concerns you raise:

- The response from the planning team is subject to review by its Corporate Manager and the Head of Place. You may complain to the Ombudsman if you still consider the manner in which your complaint about the planning service (as opposed to the decision to refuse your application) is unsatisfactory.
- The decision to refuse your application, which took account of all matters including not only the planning officer advice, but also your detailed representations was thoroughly reviewed by the Planning Committee itself, as it was the decision maker for your application. The Planning Committee's decision is subject to review by the Planning Inspectorate if you decide to appeal.

The letter from the Corporate Manager does outline the reasons for the decision of the Planning Committee to refuse your application. I understand the detailed reasons were discussed at the Planning Committee meeting itself. I understand that you have previously spoken to the Head of Place and you mention you have a meeting with him soon. I hope this meeting as well as the Corporate Manager's letter will reassure you of the Council's desire to respond appropriately to your complaint. I understand from the Development Management Manager you have recently submitted a new planning

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application with a revised development scheme. The planning team will be assessing that and will come back to you with their assessment as soon as possible.

I do understand why you are frustrated with the fact that your application was refused and sorry that you should consider you have not received a satisfactory service from the Council. I do hope my response on behalf of the Council and the responses from the Corporate Manager and Head of Place will help assure you of the Council's desire to respond to your reasonable concerns in a timely and appropriate manner whenever possible.

With thanks, yours sincerely

Councillor Ray Radford
Chairman of the Council