

Complaints about Waverley's services upheld by the LGSCO in 2018/19

Details of complaint	Outcome	Lessons learned/action taken
The Council took too long to look into concerns raised by the complainant about breaches of planning control at a development near his home. The Council failed to keep him updated, and misled him regarding its enforcement investigation.	There was some fault with how the Council had dealt with the complainant's concerns about breaches of planning control. The Council had told the complainant that an enforcement notice was to be served and failed to update him when the situation changed. However, the Council had apologised for this, and no substantive injustice resulted.	The Council should keep complainants updated whenever there is any change in a proposed course of action.