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Your ref

Our ref **CCCT27393468**

Date 4 May 2018

Please ask for Customer Services

Phone 01394 383789 or 01502 562111

Email customerservices@eastsoffolk.gov.uk

Mrs Angie Buggs
27 Brendon Drive,
Rushmere St Andrew,
Ipswich,
IP5 1NJ

Dear Mrs Angie Buggs, Brightwell Foxhall and Purdis Farm Group Parish Council,

Complaint reference CCCT27393468 - Failure of the Planning Application Referral System

In advance of drafting the delegated report in relation to the application, the case officer has advised me that the relevant email "inbox" was checked in addition to the electronic database but that they were unable to locate a copy of the formal request for committee referral. In the apparent absence of any response then the application to construct four dwellings was determined under powers delegated to the Head of Planning Services. I understand that the case officer has responded directly with the parish Council on this matter and also that the authorising officer has also provided a response. I can confirm that the concerns raised by the Parish Council in their formal consultation response to the planning application were considered. I see those concerns related primarily to matters of highway safety/usage and landscape implications. In response to such, you may note that neither the highways authority nor the council's landscape manager sought to raise objections to the application on these matters and therefore officers felt that on balance the presumption should be in favour of the development proposals, refusing without support from Suffolk County Council or our landscape officer may not be sustainable in any appeal.

I note your comments on third party representations; however these would not have been directly relevant to the referral process, as the meeting should only consider the referral request posted by the Parish Council and Ward members. Members do of course have access to all background documents via the public access system.

I take the view that the planning permission has been issued lawfully and in accordance with the Council's constitution, the decision was considered against relevant planning policies and with regard to the representations received during the planning application consultation period. On this basis then I consider that the council should not revoke the decision.

I can confirm that as a result of this case that our officers will review the process, to ensure that the receipt and recording of referral panel emails is made more robust. I appreciate that this will not directly overcome your concerns on this particular matter, but my expectation is that measures will be out in place which will any possible reoccurrence in the future.

Suffolk Coastal District Council

East Suffolk House, Riduna Park, Station Road, Melton, Woodbridge,
IP12 1RT Tel: 01394 383789 DX 41400 Woodbridge

Waveney District Council

Riverside, 4 Canning Road, Lowestoft, NR33 0EQ
Tel: 01502 562111 DX 41220 Lowestoft

I hope this clarifies the position and apologise that for the problem has occurred. I appreciate that you have a good working relationship with the Case Officer in question and that this is relationship together with a review of process reassure the parish council.
I hope that this resolves your complaint.

What should I do if my complaint remains unresolved?

If you feel that we have not resolved your complaint then you can ask us to complete an internal review (Stage 2 complaint) within 1 month of the date of this letter.

Please see our [website](#) or phone us on the above number for more information about our complaints process.

How do I escalate my complaint?

You can reply by email, complete the online complaint form, phone, visit or write to us. Please see our contact webpage for details www.eastsuffolk.gov.uk/contact-us

Let us know the reference number of your original complaint and why our reply does not resolve it.

If you want to raise new issues that you did not complain about originally, these will be treated as a new (Stage 1) complaint.

Yours sincerely,

Phillip Rowson
Planning Development Manager
Suffolk Coastal and Waveney District Councils