

Appendix C

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18000407	Dartford Borough Council	Housing	10 Apr 2018	Signpost - go to complaint handling	Advice given	Null	
17016845	Dartford Borough Council	Housing	01 May 2018	Sch 5.5A/5.5B Social housing landlord	Closed after initial enquiries	Null	
18001960	Dartford Borough Council	Housing	09 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18000988	Dartford Borough Council	Planning & Development	14 May 2018	Previously considered and decided	Advice given	Null	
18004290	Dartford Borough Council	Housing	19 Jun 2018	Signpost - go to complaint handling	Advice given	Null	
17013903	Dartford Borough Council	Environmental Services & Public Protection & Regulation	20 Jul 2018	mal & inj	Upheld	Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	The Council will develop a policy for the control of noise at outdoor events. It will include the maximum number of events the Council will allow at the park, the noise levels it considers should be achieved and when it will carry out noise monitoring. The Council will consider whether each outdoor event at the park has the potential to cause an unreasonable noise disturbance. It will keep a record of its decision, along with any action it considers should be taken to minimise this potential. The Council will carry out noise monitoring in accordance with its policy and keep a record of any noise readings taken during events at the park. The Council will provide residents with a clear method for complaining about the noise from events at the park so that immediate action can be taken to reduce the noise, if it is considered necessary. The Council will ensure that it records all noise nuisance complaints and the action it takes to deal with them.
18007405	Dartford Borough Council	Housing	20 Sep 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18010432	Dartford Borough Council	Environmental Services & Public Protection & Regulation	08 Oct 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18008494	Dartford Borough Council	Housing	09 Oct 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18011291	Dartford Borough Council	Environmental Services & Public Protection & Regulation	20 Nov 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18012014	Dartford Borough Council	Housing	12 Dec 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
17017886	Dartford Borough Council	Housing	07 Jan 2019	2&A Not a suitable person or representative	Closed after initial enquiries	Null	
18010759	Dartford Borough Council	Housing	24 Jan 2019	Sch 5.5A/5.5B Social housing landlord	Closed after initial enquiries	Null	