

FEEDBACK: You Said, We Did

Actions taken by the **Development Management Service** in response to 2020/21 customer suggestions, complaints and responses to customer surveys.

YOU SAID	WE DID
It should be made clear what will happen with comments and objections made to planning applications.	<p>The council's Planning Portal contains information on <i>How can I object or comment</i> and <i>What happens next</i> on planning applications.</p> <p>We have highlighted a link in the comment submission section of the portal to that information.</p>
A standard acknowledgement and statement on what happens to objections should be sent out.	<p>Acknowledgement letters are sent to all contributors. All officers have been reminded to do this timeously.</p> <p>A link to <i>What happens next</i> is contained in that letter.</p>
Better updates and communication should be given to objectors.	<p>The acknowledgement letter explains that, due to the volume of objections and comments we receive, it is not always possible to respond to individual objectors.</p> <p>We have made it clear on the Planning webpages that all officers are contactable by email and any interested party can email a planning case officer for an update.</p>