



Appeals Panel 2

Date: Friday, 04 February 2022

Time: 10:00

Venue: Eden Room

Present: Councillor Mrs Marilyn Bowman, Councillor David Shepherd, Councillor Peter Sunter

Officers: Lead Senior Lawyer (Environment and Regulatory)
Neighbourhood Services Manager
Customer Services Manager

AP2.01/22 APPOINTMENT OF CHAIR

RESOLVED - That Councillor Mrs Bowman be appointed as Chair of Appeals Panel 2 for the 2021/22 municipal year.

AP2.02/22 APOLOGIES FOR ABSENCE

No apologies for absence were submitted.

AP.03/22 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

AP.04/22 PUBLIC AND PRESS

RESOLVED - That in accordance with Section 100A(4) of the Local Government Act 1972, the Public and Press were excluded from the meeting during consideration of the following item of business on the grounds that it involved the likely disclosure of exempt information, as defined in Paragraph Number 1 of Part 1 of Schedule 12A to the 1972 Local Government Act.

AP.05/22 CORPORATE COMPLAINT APPEAL

(Public and Press excluded by virtue of Paragraph 1)

To consider a Corporate Complaint Appeal in relation to the charges levied for replacing refuse receptacles. The Chair advised the Panel that the Complainant had indicated that they would not attend the meeting.

Members confirmed that they had received and read the agenda document pack, and consideration was given to which Officers were to be invited to the meeting to assist the Panel

in its consideration of the complaint.

The Neighbourhood Services Manager and Customer Services Manager were invited to the meeting at 10:05am.

In response to questions from Members, Officers confirmed:

- That an initial contact from the Complainant had been via telephone which had been followed up by the submission of the complaint form with a day or two;
- The position in relation to the provision of receptacles to households;
- The size range and price of the receptacles available;
- The charges were reviewed annually as part of the Council's Budget setting process and in the last year the price of receptacles had reduced;
- As part of the conveyancing house purchase process the items left the vendor was leaving at the property were listed, any items indicated as remaining but not present following the sale may be dealt with as a civil matter.

The Officers left the meeting at 10:20am.

The Panel then considered all the evidence presented to them prior and during the hearing and:

RESOLVED - That the appeal be dismissed as Officers had:

- implemented the appropriate governing policy;
- treated the Complainant fairly throughout the process;
- responded to the Complainant in an extremely efficient and timely manner with clear and concise correspondence throughout the complaints process.

The Meeting ended at: 10:28