

APPENDIX 1

Policy Section	Suggested Change	Reason for Change
<p>Previously 6.1 now 8.1 How to report an alleged breach of planning control</p>	<p>Remove: Your name, address, email address and contact telephone number. Anonymous complaints will be considered on a case by case basis. Replace with: Your name, address, email address and contact telephone number.</p>	<p>To gather sufficient contact information from the complainant to enable further information/ evidence of breach to be gathered.</p>
<p>Previously 6.4 now 8.4 Anonymous Complaints</p>	<p>Remove: These will be dealt with on a case by case basis. Officers will however take steps to encourage complainants who do not wish to provide their details by providing assurances regarding the confidentiality of details provided and/or by referring complainants to their local Ward Member or Parish/Town Council who may then raise the concerns on their behalf. Personal details will be kept confidential at all times, unless required to disclose as part of court proceedings.</p> <p>Replace with: The Council does not investigate anonymous complaints but any details provided by a complainant are entirely private and confidential and will not be disclosed without permission. If a complainant does not feel comfortable providing their personal details, then they may wish to contact their local Ward Councillor and they may submit the enquiry</p>	<p>To enable direct contact with the complainant to enable further information/ evidence of breach to be gathered and to prevent malicious/vexatious complaints.</p>

	<p>on behalf of the complainant so they can retain their anonymity. If, however an enforcement complaint concerns a Listed Building, conservation area or an issue regarding a matter of public safety, it will be investigated even if reported anonymously</p>	
<p>Previously 18.2 now 20.2 Reviewing the Enforcement Plan and Service</p>	<p>Remove: The Council is committed to providing the highest possible quality of service delivered in a fair and consistent manner. However, problems may occur from time to time and issues concerning the enforcement service should be brought to the attention of the planning team leader in the first instance.</p> <p>Replace with: The Council is committed to providing the highest possible quality of service delivered in a fair and consistent manner. However, problems may occur from time to time and issues concerning the enforcement service should be brought to the attention of the Head of Planning & Economic Development in the first instance.</p>	<p>Change in structure</p>