

Date of Complaint	Summary	Area
04.01.23	verbal assault by parking enforcement officer	parking
09.01.23	communication from Planning Dept not received, plus given different fees for discharging planning conditions	planning
06.01.23	parking fine received and subsequent treatment by Parking Team	parking
10.01.23	planning application which was approved but resident feels planning cttee was given misleading and inaccurate info	planning
18.01.23	Conduct of Parking Dept after paying a PCN but payment not allocated correctly	parking
20.01.23	Complaint against attitude of Housing Options Officer	housing
24.01.23	No response from housing	housing
25.01.23	incident in Red car park and rude attendant	parking
31.01.23	Parking Enforcement Officer parking illegally	parking
31.01.23	handling of issue reported by resident to EH team	environmental health
10.02.23	Difficulties in appealing PCN having already paid	parking
08.02.23	Accusation of incorrectly handling benefit claim	benefits
11.02.23	lack of communication and consultation about Surrey Half Marathon 2023	leisure
14.02.23	did not receive a response from Housing to an enquiry re windows in his leased house after more than 3 weeks	housing
16.02.23	Council Tax Dept not updating property records with correct information	benefits
21.02.23	closure of Heatwaves at Woking Leisure Centre	leisure
23.02.23	issues with installation of glazing on property, impacting on enjoyment of property due to noise	environmental health
27.02.23	Parking Wardens in Windlesham finishing at 6pm, meaning cars park illegally after this time	parking
27.01.23	Not happy with Housing staff conduct	housing

09.03.23	Issue with staff working from home and not able to get through on the phone	HR
22.03.23	Victoria Way car park not issuing paper receipt	parking
28.03.23	length of time taken to deal with Planning Application submitted nearly a year ago	planning
03.04.23	Not able to get in touch with social prescribing team, no-one has replied to his voicemails	social prescribing
01.04.23	parking payment system not working, and unable to speak to any member of staff	parking
13.04.23	Does not believe planning permission should have been granted	planning
17.04.23	Problems with property not being dealt with promptly	housing
08.05.23	not happy with change of design from original planning application	planning
10.05.23	Concerned that proper planning procedures have not been followed regarding planning application	planning
15.05.23	confused by parking ticket time at Woking Park and no-one called her back	parking
15.05.23	not happy with visits from bailiffs and enforcements after receiving PCN	parking
31.05.23	dissatisfied with communication and competence of Council Tax staff	benefits
07.06.23	concern with process of Planning Committee and how an application was handled at a meeting	planning
06.06.23	not happy that Business Rates dept send letters asking for rates on property he is not responsible for	business rates
07.06.23	alleged bullying and biased behaviour witnessed at the planning meeting committee on 6th June 2023	planning
12.06.23	concerned about how the planning meeting was conducted	planning
14.06.23	not happy that neighbour's planning app was approved and she was not informed at the time	planning
14.06.23	not happy with way Council Tax discount claim has been handled	council tax

23.06.23	delay in communication of planning application decision	planning
19.07.23	billed for issues with property, and comments made by staff in private sector lettings team	housing
12.10.22	Unhappy with how the planning team dealt with a breach of planning query	planning
04.08.23	car is parked on double yellow lines	parking
04.08.23	think the Council is discriminating them and not helping prevent homelessness	housing
07.08.23	not happy with FOI response	legal
08.08.23	planning permission granted	planning
22.08.23	possible data breach as c/tax demand letter was sent in open envelope	council tax
24.08.23	adjustment for disabilities	housing
30.08.23	unhappy with DSAR was handled	legal
06.09.23	concerned that the draft accounts for 2021-2022 have not been published, and website is not up to date	finance
08.09.23	no progress has been made on their planning application since January 2023	planning
11.09.23	not treated professionally by Council tax team and given wrong information	council tax
14.09.23	Finds the blue / white badge system for discounted parking unfair	parking
12.09.23	Council Tax DD was withdrawn with no notice. Phoned to speak to Dept, was told to email	council tax
12.09.23	Could not get hold of anyone in C/Tax dept to set up payment plan to pay arrears	council tax
21.09.23	travellers on St Johns Lye	neighbourhood
18.09.23	housing benefit claim	benefits
25.09.23	Benefit team lack of understanding and contradictory letters	benefits
30.09.23	no clear signage re blue badge requirements for parking in Brewery Road car park	parking
05.10.23	the decision making within WBC Planning and Building Control in relation to the development at 21 Oak Tree Road, Knaphill	planning
20.10.23	Complaint about an incident at 35 Ferney Court	housing

26.10.23	Time delays with business rates team and not actioning requests promptly	business rates
31.10.23	Closure of Church Street East blocking access to Barclays car park - no response to emails/calls over several months	neighbourhood
01.11.23	Business rates dept lack of response and not updating records correctly	business rates
10.11.23	Mike Ferguson demeanour and behaviour towards me whilst he is investigating whether there has been a breach of town and planning regulations	planning
09.11.23	noise nuisance from neighbour - does not feel that Council have taken seriously	environmental health
16.11.23	lack of response from Planning Officers and delays in communication	planning
14.11.23	behaviour and assessment from the OT re suitable housing	housing
17.11.23	Payment system at Heathside Car park	parking
15.11.23	Concerns over disability not being thought of during development/purchasing	neighbourhood
21.11.23	Dangerous Trees	planning
13.11.23	Housing Department who completed the LPE1 form	housing
12.11.23	PLAN/2023/0732 - doubts regarding this and other planning development proposals	planning
21.11.23	feels has been treated unfairly re housing bidding	housing
13.12.23	attempt to collect council tax from old property	council tax
21.12.23	planning permission	planning