

FOI 376/2017

REQUEST

Kindly provide me with a copy of the Tendring DC policy which deals with Environmental Health complaints: in other words, kindly confirm what is supposed to happen when you receive a complaint of this nature.

Secondly, kindly provide me with the number of recorded complaints about St Clares School and Ravenscroft School, during the past 6 years, and where possible, break down the complaints made into headings such as "noise", "violent/abusive conduct" and so on.

Thirdly, kindly confirm which council gave planning permission for the residential homes to be built at 29 Polstead Way, and 27 Polstead Way, and kindly provide me with all copies of all minutes, notes, discussions notes, memorandi and planning approval paperwork regarding the construction of, and planning approval for, the properties stated.

If these three requests are too much to handle as one FOI request, please let me know and I will lodge them separately

RESPONSE

Please find link to the Customer Service Standards below which provides information in relation to how we deal with complaints:

<http://www.tendringdc.gov.uk/sites/default/files/documents/environment/AGuidetoCustomerServiceStandardsforEnvironmentalServices.pdf>

In terms of complaints in relation to the schools there are no specific complaints in relation to noise or abuse. The only requests for service we have on our system for St Clares School are one for a stray dog, two temporary event notice applications and two requests for waste to be dealt with. In respect of Ravenscroft School there is only one request for service listed which referred to a stray dog.

The planning permission for the residential homes at 27 and 29 Polstead Way was granted by Tendring District Council and further details can be found on the Council's Public Access website by clicking on the following link- [27 and 29 Polstead Way](#). We no longer hold a paper file relating to this application but correspondence/copies of the planning decision etc. can be found within the "documents" tab.