

FEEDBACK: You Said, We Did

Actions taken by the **Development Management Service** in response to 2025 customer suggestions, complaints and responses to customer surveys.

YOU SAID	WE DID
It can be difficult to speak to staff members directly; some better access would be helpful as on some occasions email is just not sufficient to progress issues/responses.	An issue with the phone system for staff working remotely was identified and resolved by having mobile numbers listed as the contact number for staff in all correspondence.
My current change of use planning permission will expire in 2 years. I am hoping by the time my renewal comes up that there will be a fast track process for people like me who have already had planning permission approval.	Already having approval may simplify some parts of the overall process however all planning applications have to follow the same process as set in legislation.
The return of the duty officer	The contact center deals with telephone or email enquiries and passes these to a duty officer who will contact the customer by telephone or email.
Officers are not contactable by 'phone	An issue with the phone system for staff working remotely was identified and resolved by having mobile numbers listed as the contact number for staff in all correspondence.