

Mr C. Brown  
Chairman – WURA  
161 Welcomes Road  
Kenley,  
CR8 5HB

complaints@croydon.gov.uk

Our ref: CASE4177275  
Date: 14<sup>th</sup> November 2017

Dear Mr Brown,

### **Stage 2 Complaint – Planning**

I write further to your letter dated 1 November 2017 to the Complaints Resolution Team. I am sorry that you have found cause to complain. Unfortunately, I am unable to consider this complaint at Stage 2 of the Council's complaint procedure.

I understand that your complaint relates to development work at 57 Welcomes Road and in particular the parking provisions for the new premises.

The Council responded to your stage 1 complaint on 21 September 2017. Having reviewed the response, I am satisfied that the Council have responded to your concerns and as you have acknowledged yourself in your letter, an investigation at stage 2 of the complaints procedure would not be able to alter the decision taken by the Planning Committee.

All of the comments raised by the local residents were passed to the Planning Inspector for him to consider upon appeal however these did not alter his recommendations.

I understand from Pete Smith that he has written to you and your local MP separately on the issue of the marketing of the site as this is not something that falls within the remit of the local planning authority.

I hope that my response has explained why the Council cannot currently consider your complaint. If you remain dissatisfied you can ask the Local Government Ombudsman who may decide to investigate your complaint. You can complaint to the Ombudsman by contacting:

**By writing to:** The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

**By telephoning<sup>1</sup>:** 0300 061 0614

**By texting:** Text 'call back' to 07624 804 299

**By online form:** [www.lgo.org.uk](http://www.lgo.org.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Marion Leigh', with a small checkmark at the end.

Marion Leigh  
Support Services Manager

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<sup>1</sup> Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls