

The last report was to the Council in January 2024, however prior to April 2024 there was no formal recording mechanism. The following information relates to complaints and compliments received since April 2024.

A complaint is a received complaint which can be investigated and responded to, it is not a passing comment nor anonymous receipt. A complaint need not have followed the formal complaints process in order to be included in this report.

Complaints received since April 2024

Date received	Nature of complaint	Formal process?	Upheld/dismissed	Result
23 rd April	Unflattering comments made by a Town Councillor to an organisations volunteer as to the running of the organisation	N	Upheld	Apology issued and Leader of the Council spoke with the Councillor involved.
2 nd Sept	Allotment holder had a bonfire resulting in air pollution to household. Very upset resident	N	dismissed	Notices were in place regarding being mindful of neighbours, but there is no bylaw to prevent bonfires on allotment. Advice from E Health at MSDC was to keep a diary if this was a reoccurring nuisance.
22 nd October	Complaint that BHTC had not responded to a subject access request in legal time frame.	Y	Upheld	A response was made with apology. Staff involved with the initial request were advised of process for identifying subject access requests.
4 th November	Complaint that BHTC had not included a question in public minutes of a meeting and no reply had been given	N	Part upheld	Error in minute was acknowledged and staff member involved was advised that it should have been included. Response to the question was provided with an apology for error.

Compliments received since April 2024

Date received	From who	Nature of compliment
11.12.24	Worlds End Association	Thanks for the work undertaken on underside of Wivelsfield Bridge. It looks much better and is appreciated
17.12.24	Burgess Hill Hamper project	Thanks to Valentina for her positive and friendly input to the hamper project from the other volunteers.