



North Tyneside Council

Vivienne Geary
Head of Law and Governance

North Tyneside Council
Quadrant
The Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY

Mr R Smith
15 Grosvenor
Drive
Whitley Bay
NE26 2JP

Direct Line (0191) 643 2280
Fax (0191) 643 2415

This matter is being dealt with by:
Mrs Yvette Monaghan
Customer, Member & Governor
Services Manager
(Complaints Manager)

Ref: 101370770

Date: 29th November 2016

Dear Mr Smith

Corporate Complaint Stage 3 Request - Hearing of Regulation and Review Committee

Thank you for your response to my letter of 1st November 2016. I have now reviewed all correspondence in relation to your ongoing issues with Marden Quarry and have noted that all original points of complaint have been responded to.

It is quite clear that you remain dissatisfied regarding the management of Marden Quarry by Council Officers. However, I have been unable to identify any injustice to yourself or any maladministration by Officers, fundamentally you disagree with operational decisions made by Council Officers concerned with the management of the Quarry. You have also not specified what you would reasonably seek as an outcome to your complaint.

The Regulation and Review Committee consider what the complainant believes Council Officers have done wrong, this does not include disagreeing with decisions, there needs to be an element of error. The Committee consider what injustice the complainant has suffered as a result of this error, this does not include a general dissatisfaction, and what the complainant would reasonably expect the Council to do to resolve their complaint, which you have not specified.

For the reasons set out in this letter I do not agree to your complaint escalating to Stage 3. Should you remain dissatisfied with this decision you can still complain to the Local Government Ombudsman (LGO). Please accept this letter as confirmation of an early referral of your complaint to the LGO and that you have exhausted the Council's Complaints Procedure. Your complaint will now be closed. The LGO can be contacted as follows:

Tel: 0300 061 0614

Post: The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

On line: <http://www.lgo.org.uk/contact-us>

I can assure you that the Council take all complaints very seriously and thank you for your interest in the Quarry and the local wildlife.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Vivienne Geary', written in a cursive style.

on behalf of
Vivienne Geary
Head of Law and Governance