

Our ref: JH/Assets/Engineers  
Your ref:  
Date: 13<sup>th</sup> January 2016



Civic Offices  
Merrial Street  
Newcastle-under-Lyme  
Staffordshire  
ST5 2AG

Mr G Wilson  
Email: hassellgovernors@gmail.com

Dear Mr Wilson,

### **Re Complaint regarding lack of response to emails**

This letter outlines the council's position in response to the complaint made by e-mail on the 1<sup>st</sup> December 2015. The complaint has been investigated as a stage 1 complaint of the Corporate Complaints Comments and Compliments Policy.

I would like to apologise for the lack of response which you received from the Council in respect of your emails in October and November. Following your complaint we met on 7<sup>th</sup> January to discuss your concerns around child safety outside of your school and your wish to find some options to enable the parents to safely drop off and collect their children.

We discussed the problems of parents parking on the double yellow lines and whilst the Council may have a view on this it is the responsibility of the County Council and their contracted Civil Enforcement Officers to ensure that the on street parking restrictions are effectively managed.

We discussed that the parents need to drop off between 8.40am and 8.50am then pick up at 2.50pm for reception and 3.00pm for primary. This means that you would like parking options for 8.30am-9.00am then pick up 2.40pm until 3.10pm.

You would like the Council to consider increasing the number of school parking permits issued and to include more car parks around the town centre. You confirmed that the school is prepared to administer the scheme.

I discussed that there was variation in car parking usage and that Windsor Street car park was very small to accommodate parents wishing to park whilst School Street was already over subscribed due to Gym customers. I committed to finding information on car park usage and I can confirm that we have asked the company which operates the Automatic Number Plate Recognition system to provide this information.

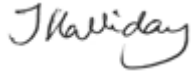
Once this information is received we will analyse the data to assess if further permits could be issued and make a proposal for the school to administer the scheme. At this stage it is anticipated that we will consider a scheme similar to that offered to private companies that purchase a number of spaces then they decide how to allocate the permits.

Subject to our further discussions on the proposals we will then seek a Councillor decision if to proceed.

I hope this reassures you that we are taking your request seriously if however you are not satisfied that this response has addressed your complaint then you may request that this is escalated to a Stage 2 complaint where the Customer Relations Officer will investigate your complaint. This can be requested by contacting the Customer Relations Officer on the address below or via [crelations@newcastle-staffs.gov.uk](mailto:crelations@newcastle-staffs.gov.uk)

If you would like to discuss progress with the review and proposal development please do not hesitate to contact me on the details below.

Yours sincerely



Joanne Halliday  
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Regeneration and Development

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