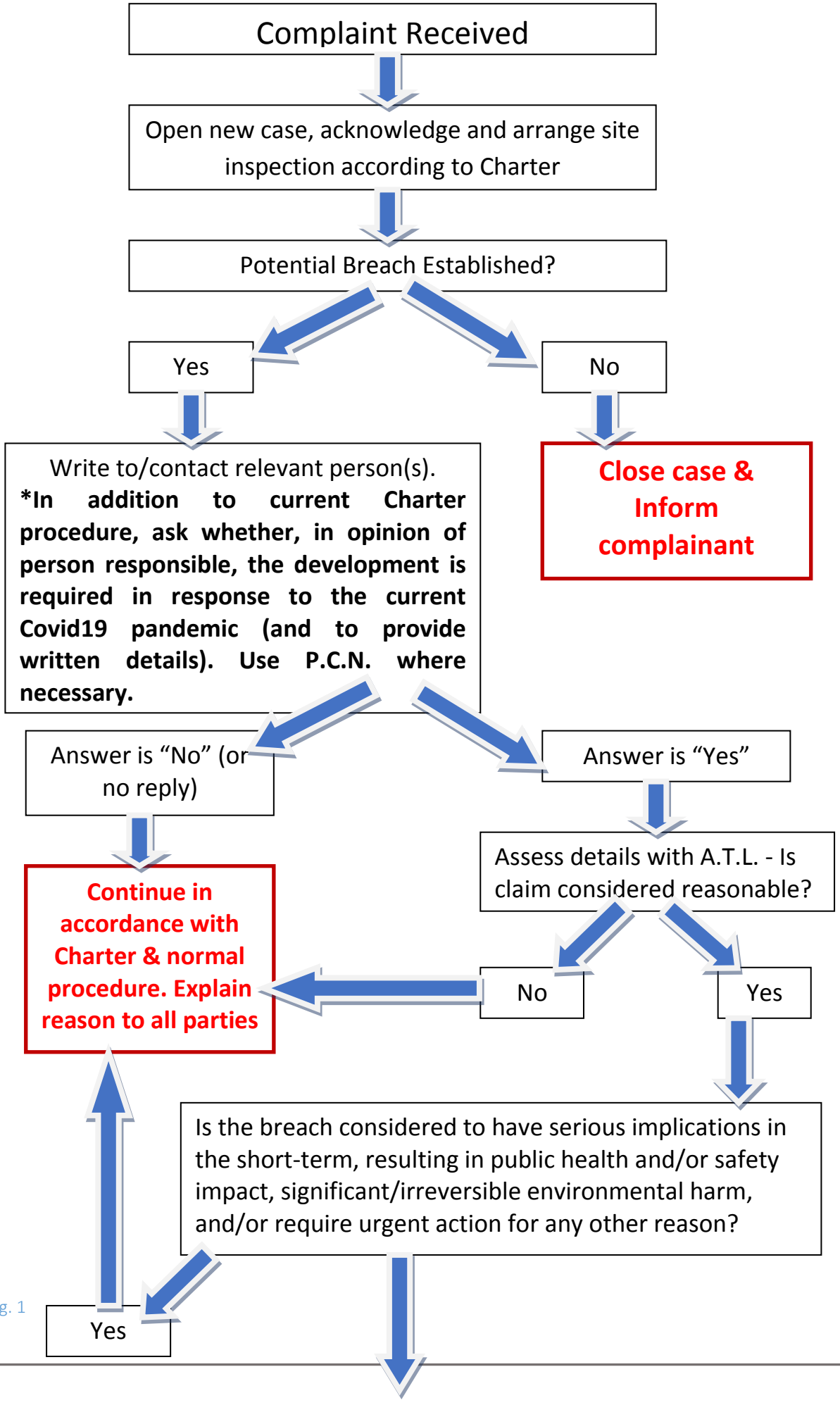
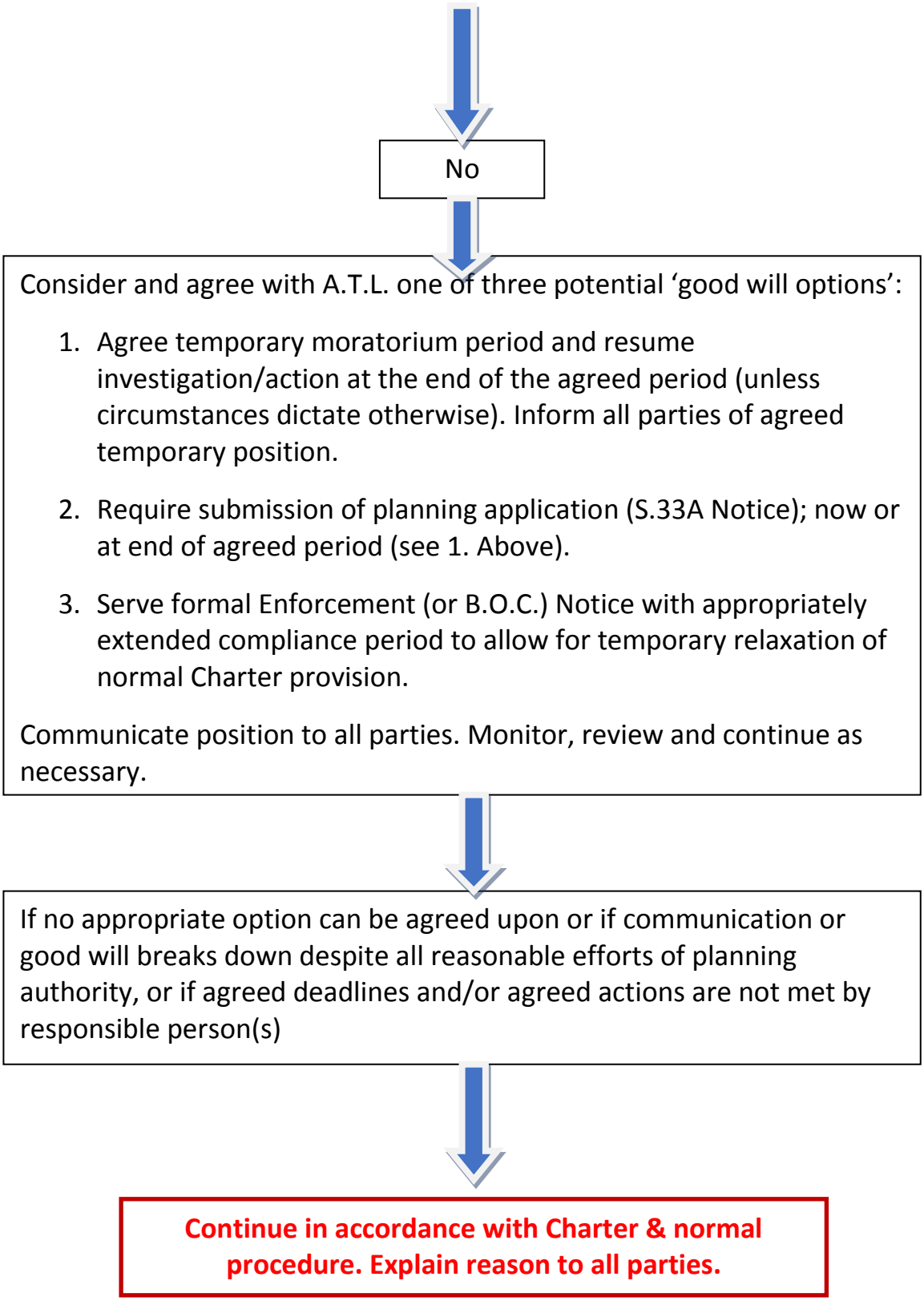
Appendix B


Complaint Received
Open new case, acknowledge and arrange site inspection according to Charter
Potential Breach Established?
Yes
No
Close case & Inform complainant
Write to/contact relevant person(s).
*In addition to current Charter procedure, ask whether, in opinion of person responsible, the development is required in response to the current Covid19 pandemic (and to provide written details). Use P.C.N. where necessary.
Answer is "No" (or no reply)
Answer is "Yes"
Assess details with A.T.L. - Is claim considered reasonable?
No
Yes
Continue in accordance with Charter & normal procedure. Explain reason to all parties
Is the breach considered to have serious implications in the short-term, resulting in public health and/or safety impact, significant/irreversible environmental harm, and/or require urgent action for any other reason?
Yes


No
Consider and agree with A.T.L. one of three potential 'good will options':
1. Agree temporary moratorium period and resume investigation/action at the end of the agreed period (unless circumstances dictate otherwise). Inform all parties of agreed temporary position.
2. Require submission of planning application (S.33A Notice); now or at end of agreed period (see 1. Above).
3. Serve formal Enforcement (or B.O.C.) Notice with appropriately extended compliance period to allow for temporary relaxation of normal Charter provision.
Communicate position to all parties. Monitor, review and continue as necessary.
If no appropriate option can be agreed upon or if communication or good will breaks down despite all reasonable efforts of planning authority, or if agreed deadlines and/or agreed actions are not met by responsible person(s)
Continue in accordance with Charter & normal procedure. Explain reason to all parties.