



## Place Services

County Hall, Colliton Park, Dorchester, DT1 1XJ

☎ 01305 221000

🌐 [www.dorsetcouncil.gov.uk](http://www.dorsetcouncil.gov.uk)

By email to Miss Robinson at:  
[chideock@dorset-aptc.gov.uk](mailto:chideock@dorset-aptc.gov.uk)

**Date:** 8 January 2021

**Ref:** n/a

**Officer:** Karyn Punchard

☎ 01305 221897

✉ [karyn.punchard@dorsetcouncil.gov.uk](mailto:karyn.punchard@dorsetcouncil.gov.uk)

Dear Miss Robinson

### **Complaint Response Review – Air Quality in Chideock**

Thank you for your email with attachment of 30 November 2020, which has been passed to me by Dorset Council's Complaints Team. I am sorry that you remain dissatisfied with the response that you received from Graham Duggan, Head of Community and Public Protection.

I am the Corporate Director for Place Services and have been asked to further investigate and respond to the issues raised by you under the Council's own complaints procedure.

As the complaint and associated issues are of a specialist nature, I requested a review of the correspondence be undertaken by the Council's retained consultants, Air Quality Consultants (Bristol). The need for this advice, in addition to other Covid-related service pressures, has resulted in some delay to my response for which I apologise. I have included Air Quality Consultants' (Bristol) reply with this letter which provides the Council's response to the issues raised.

You raise an issue, point 7 in your letter, about land charge enquiries. Information about Air Quality Management Areas is available through the asking of a discretionary question by conveyancers/purchasers with the payment of an associated fee. This is in accordance with national procedure. Information is also available on the Council's website.

I understand that the Parish Council is also utilising Highways England's complaints procedure. As they are the responsible agency for the A35, it is likely that you have/will be provided with current information about the Roads Investment Strategy (RIS) and stakeholder mechanisms for the preparation of RIS3. Dorset Council will participate in this process at the appropriate time.

I hope that this information is helpful and that, together with the previous reply, the Council demonstrates its willingness to work with the Parish Council over this important and difficult issue.

If you are dissatisfied with my response you may request that your complaint is reviewed by the Local Government and Social Care Ombudsman (LGSCO). The contact details for the LGSCO are below:

Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Advice line: 0300 061 0614 or 0845 602 1983  
[www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

Yours sincerely

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

**Karyn Punchard**  
**Corporate Director for Place Services**