

Messrs A Dixon & H Hall  
Ford Enterprise Hub  
4 Barons Close  
Westergate  
Chichester  
West Sussex PO20 3YS

Arun District Council  
Civic Centre  
Maltravers Road  
Littlehampton  
West Sussex  
BN17 5LF

Tel: 01903 737500

Fax: 01903 723936  
DX: 57406 Littlehampton  
Minicom: 01903 732765  
e-mail colin.rogers@arun.gov.uk



12 March 2010

Your Ref :  
Our Ref : CHTR/emf

Please ask for  
Colin Rogers  
Extension: 37700

Dear *Tony and Harold,*

**Complaint Reference : 024/09**  
**Ford Enterprise Hub**

Further to my holding letter to you dated 22 February 2010, I am now writing to inform you of my conclusions following the completion of my Stage 3 Review.

I have carefully read the contents of the complaint file, including the Stage 1 response to you from Karl Roberts, dated 10 December 2009, and the Stage 2 response to you from Paul Unsworth, dated 11 February 2010.

I have spoken to the Stage 2 investigating officer, Paul Unsworth, and have discussed with him the conclusions he has drawn.

I am satisfied that the Stage 2 investigation has been undertaken thoroughly and objectively and that the correct conclusions and recommendations were reached.

Your letter dated 18 February 2010 raises a number of specific issues, summarised below

- ① Press release dated 3 April 2008
- ② Arun Times – Options for the Core Strategy – you requested a copy
- ③ Details of production and distribution of this edition of Arun Times
- ④ Timetable for production
- ⑤ Method used for home delivery
- ⑥ Dates between which delivery was made

I respond as follows to the points you raise :

- ① I have read the Press Release dated 3 April 2008 – but I do not see anything inconsistent in it, having regard to Arun's position, which after Full Council in January 2008 was to vigorously oppose proposals for Ford other than within the Local Development Framework.
- ② Copy of Arun Times enclosed – Issue 28, Spring 2009, which makes reference to the Options for the Core Strategy.
- ③ Overall print run - 73,900  
Number distributed to homes - 66,398
- ④ One month from start of artwork to printing being completed.
- ⑤ Royal Mail 2<sup>nd</sup> Class
- ⑥ Posted on 10 March 2009 and Royal Mail claims 2<sup>nd</sup> class delivery is usually within 3 working days.

I do not, therefore, uphold your complaint and confirm my agreement to the conclusions reached at both Stage 1 and Stage 2 of the complaints procedure.

If you do not agree with the outcome of my review, then you have the right to pursue your complaint with the Local Government Ombudsman. The Local Government Ombudsman is an independent person who investigates allegations of maladministration causing injustice to the person who has complained. The Ombudsman investigates complaints about most Council matters including housing, planning, education, social services and council tax. The enclosed leaflet should give you all the information you require.

Yours sincerely



Colin Rogers  
Services Director

Enc.