



The Planning Inspectorate

Quality Assurance Unit
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Mr J Malcholic
Head of Planning Services
Ribbles Valley Borough Council
Council Offices
Church Walk
Clitheroe
Lancashire BB7 2RA

Your Ref: JM/CMS/3/2013/0793/P

Our Ref: APP/T2350/D/12/2210765

Date: 20 May 2014

Dear Mr Malcholic

APPEAL AT GREAT MITTON HALL, MITTON ROAD, CLITHEROE

Thank you for your correspondence seeking an ex gratia payment as compensation in relation to your complaint regarding the costs decision in respect of the above appeal. Please accept my apologies for the delay in responding.

In Steven Heyward's letter of 5 March 2014, it is acknowledged that although the Council's response was received it was not, unfortunately, forwarded to the Inspector. In view of this a justified complaint was recorded. Please accept my apologies for any inconvenience caused.

In terms of your claim for compensation, the Planning Inspectorate's ex gratia policy aims to restore customers to the position they were in before any acknowledged error on our part occurred. However, although a justified complaint was recorded as a result of this investigation, a justified complaint does not automatically mean that the outcome of the Inspector's costs decision was wrong. In a similar way quashed decisions in the High Court do not always result in a different decision. What the recording of a justified complaint does not and cannot convey is that the Inspector's costs decision would have been different had your representation been before him. It therefore follows that we are not liable for any additional costs as a result of this administrative oversight.

In view of the above, your claim for an ex gratia payment is declined.

Yours sincerely

Gina Warman

Senior Quality Assurance Manager