Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Stràbane
Destrick Cooncil

Ref: FOI / 6529

5 August 2026

Freedom of Information Act 2000 Request - Complaints Categorised as "Other" or "Miscellaneous"

I refer to your FOI request and respond as follows:

Request

Under the Freedom of Information Act 2000, please provide details of complaints received by the council between 1 January 2021 and 31 December 2025 that were categorised as "other", "miscellaneous", "unclassified", or any equivalent category used by the council.

For each complaint, please provide:

- The year the complaint was received;
- The category under which it was recorded;
- A brief summary or description of the complaint;
- The outcome or action taken by the council.

If the number of complaints is substantial, please provide the 20 most recent examples or the 20 examples that best illustrate complaints falling outside the council's standard complaint categories.

I am content for names, addresses and any other personal information to be redacted.

Response

Please see attached 20 complaints received in the last 5 years which were categorized as “other”. Please note that there were more complaints but to collate information on them would have been very time-consuming.

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN
Tel: 028 71253253 or email john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

I would advise however, the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Damian McCay
Information and Customer Services Officer

Year of complaint	2021
Summary of complaint	No consultation with business owners re changes to street
Outcome/Action	Explanation and offer to engage further
Summary of complaint	Inadequate provision for displacement due to expansion of City of Derry Airport
Outcome/Action	No action taken. Explanation provided that complainant had agreed to decision of Court at the time
Summary of complaint	Misgivings about scoring of funding application
Outcome/Action	Explanation that grant aid depends on the content of the application alone
Summary of complaint	Objection to planning application approval and demand for compensation
Outcome/Action	No action required. Explanation given re Planning process and original decision upheld
Summary of complaint	Concerns re planning permission for glamping pods
Outcome/Action	Apology for not following certain aspects of planning process
Summary of complaint	Objection to Planning Approval and resultant parkig ussues
Outcome/Action	Explanation that parking on public roads was not an issue for Planning - complainant understood
Summary of complaint	Reference to deceased individual in Halloween Parade
Outcome/Action	Explanation that the reference was not to the deceased but to Derry's coat of arms - complainant understood
Year of Complaint	2022
Summary of complaint	Poor state of graves in cemetery/plastic wreaths
Outcome/Action	Issues to be raised with electred representatives/ consideration of change of policy re wreaths
Summary of complaint	Objection to road closure during maritime festival
Outcome/Action	Explanarion of necessary arrangements and noted his comments - complainant satisfied
Summary of complaint	Harassment of daughter in lesiure centre by other users
Outcome/Action	Increase of staff checking changing rooms - customer content
Summary of complaint	Use of 18 rated video games at Video Games Concert when children present
Outcome/Action	Apology with explanation that music catered for all ages and videos were used to enhance experience
Year of Complaint	2023
Summary of complaint	Discontent with increase in rates bill
Outcome/Action	Explanation provided as to how increase was calculated/necessary

Summary of complaint	Unhappy with male changing room arrangements (must not be naked at any time)
Outcome/Action	Explanation of limitations in facility and necessary safeguarding ciontrols
Summary of complaint	Unhappy with inconsistency of process for booking classes in leisure centre
Outcome/Action	Explanation of issues with booking system and staff rotas
Year of Complaint	2024
Summary of complaint	Not following procedure properly by not keeping all planning documents
Outcome/Action	Advised that policy did not require all documents be retained
Summary of complaint	Horses in country park posing a risk to other users
Outcome/Action	Explanation that Council's Legal team were reviewing current legislation
Summary of complaint	Questioning actions of Planning department re speaking rights
Outcome/Action	Explanation of process and reason for deferral of meeting
Year of Complaint	2025
Summary of complaint	Anonymous complaint re conduct of Council officer on social media
Outcome/Action	No response issued (as it was anonymous) but staff member investigated
Summary of complaint	Inappropriate behaviour at pilate class
Outcome/Action	Full investigation of accusations carried out and findings provided
Summary of complaint	Unhappy with charge to see attraction at Hslloween Festival
Outcome/Action	Explanation why mimimal fee was required