



Peterborough Road & Area Residents' Association

incorporating Clancarty Road, Daisy Lane,
Hugon Road, South Park Mews, Sullivan Road,
Settrington Road and Woolneigh Street

www.prara.org.uk

Please reply to 59 Clancarty Road, Fulham, London, SW6 3AH

22nd December, 2020

Ms. Kim Smith,
Chief Executive,
London Borough of Hammersmith & Fulham,
Town Hall, King Street,
Hammersmith, London W6 9JU.

Dear Ms. Smith,

On the 2nd November 2020 we wrote to you to make a Formal Corporate Complaint. We eventually received a response by e-mail on 11th December from Conor Saunders, Principal Engineer, Transportation and Highways. We acknowledge his apology for the time it has taken to reply but must note that at 29 working days this is almost twice the 15 day deadline required by Stage 1 of the council's Corporate Complaints Policy.

Further we must advise you that we do not consider that his reply in any way addresses the substance of our Complaint. We therefore must request that our Complaint moves to Stage 2 as set out in the Corporate Complaints Policy. Our basis for requesting this is threefold.

First - Part One of our complaint is that this scheme should never have been introduced without clear evidence of how it would affect the entire south Fulham area and with the entire area properly consulted. Mr. Saunders's reply did not provide any information about such evidence and admits that no such consultation took place, merely that the SW6 LTN scheme was developed with some residents on the east side of Wandsworth Bridge Road. **We therefore consider that our Complaint should be formally upheld and remedial action taken. Further, Mr. Saunders gives no reason as to why the extant scheme could not be abandoned or at the very least suspended.** We do not consider that the current inconclusive discussions that are now taking place on a piecemeal basis in any way constitute a proper consultation. It is concerning that no notes of these discussions are ever provided by the council.

Second - Mr. Saunders's reply completely ignores Part Two of our complaint which is the Council's Failure to Consult with PRARA. Talking via Microsoft Teams to some residents in PRARA roads does not constitute consulting with PRARA. We

PRARA STANDING COMMITTEE AND MAIN CONTACTS

Interim Co-ordinator: Anthony Williams

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Membership Secretary/Treasurer: Luiz Motta, 7 Daisy Lane, SW6 3DD Tel: 07467 507 681 Email: luiz.motta@gmail.com

Hon. Secretary: TBA

Neighbourhood Watch: Jeremy Gilkes, 78 Settrington Road, SW6 3BA Tel: 3565 0317 Email: jjhgilkes@hotmail.com

Planning Representative: Paul Leonard, 21 Peterborough Road, SW6 3BT Tel: 7610 6827 Email: paulleonard@leonarddesign.com

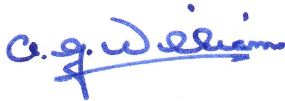
therefore consider that our complaint, which involves a Councillor, should now be properly investigated at a higher level.

Third - The council's Corporate Complaint Policy specifically states that there may be times where an alternative officer, head of service or director will be asked to investigate and respond, if for example the original member of staff who responded to the Stage 1 complaint is involved in the subject of the complaint. Mr. Conor Saunders is intimately involved with the traffic element of our complaint through his role as Principal Engineer, Transport and Highways. **We therefore consider that Stage 1 of our Complaint was incorrectly carried out and on this basis alone our Complaint must move to Stage 2.**

We trust that you will now arrange for our Complaint to move immediately to Stage 2.

We hope that this review will be conducted transparently at an appropriate level, and that there will be no need for us to invoke our right to refer our Complaint to the Local Government and Social Care Ombudsman.

Yours sincerely,



Anthony Williams
PRARA Co-ordinator

Copy to: Greg Hands, MP