



9. Did you need to ring or email anyone in the council to get information you couldn't find online?

- Yes
 No

10. What could have made those web pages easier for you to use?

Commenting or objecting on a planning application or decision

11. If you have commented or objected on a planning application or decision, how did you submit your comments? (tick all that apply)

- Via the website
 By email
 By phone
 In person (council meeting, council offices, etc.)

If you haven't commented or objected on a planning application or decision, please skip ahead to Q18

12. If you have commented on a planning application or decision, how did you find the experience?



13. Before submitting a comment, did you understand what makes a valid planning objection?

- Yes
 No

14. Did you feel confident that your opinion would be understood or taken seriously?

- Yes
 No

15. Were you kept informed during the decision process?

- Yes
 No

16. If you disagreed with the decision, did you know what your options were?

- Yes
 No

17. In your opinion, what could be done to improve the process of commenting or objecting?

Applying for planning permission

18. If you have previously applied for planning permission, how was your experience?