

**LOCAL GOVERNMENT OMBUDSMAN**  
**COMPLAINT DECISIONS 2012/13**

Category	Summary of Decision	Decision		
		Not in Jurisdiction & discretion not exercised	To discontinue investigation	Not to initiate an investigation
Housing	Not to investigate - complainant had not completed the Council's complaints procedure	✓		
Planning & Development	The Council had no obligation to publicise a planning application for a superstore/residential development nor had it misunderstood the classification of road		✓	
Environmental Services & Public Protection & Regulation	No evidence of administrative fault which would warrant a formal investigation into the handling of a rubbish collection issue			✓
Environmental Services & Public Protection & Regulation	Complaint about noise nuisance not pursued given the history of the complaint, the intention to take legal action and the Council's current offer to reopen the case			✓
Environmental Services & Public Protection & Regulation	No evidence of fault in the way the Council dealt with a complaint about the safety of trees overhanging the complainant's property			✓
Environmental Services & Public Protection & Regulation	Council not at fault in handling a complaint regarding the passing of information to an individual			✓
Benefits & Tax	The Ombudsman could not achieve anything more positive for the complainant regarding a Council Tax Benefit claim and there were alternative remedies through the tribunal and court system			✓
Corporate & Other Services	No evidence of fault in the way the Council's Monitoring Officer made a decision about a Code of Conduct complaint			✓
No category stated	Ombudsman considered complaint about blocking of driveway to be a Police matter and complaint about CCTV not to be a matter for the Council			✓
Planning & Development	No evidence of maladministration (nor in the public interest to pursue) regarding complaint that an applicant had made a false representation in a planning application		✓	
Planning & Development	No evidence of fault in the Council's decision to approve a retrospective application to erect decking			✓