

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT DECISIONS 2021/22

Category	Summary of Decision	Decision			
		Closed after initial enquiries	Not Upheld	Referred back for local resolution	Upheld
Environmental Services & Public Protection & Regulation	Complaint regarding the collection and mistreatment of a stray dog. The Ombudsman decided not to investigate the complaint as they believed it would be unlikely to add to that carried out by the Council and they could not achieve the outcome the complainant was seeking.	✓			
Planning & Development	Complaint regarding the Council's handling of a planning application and associated enforcement matters relating to a site next to the complainant's home. The Ombudsman has decided not to investigate this complaint as there is not enough evidence of fault by the Council directly causing the complainant a significant injustice.	✓			
Environmental Services & Public Protection & Regulation	No record held of this complaint and no further details available from LGSCO. The only information provided states it was a premature decision and that advice was given.			✓	
Corporate & Other Services	Complaint that the Council failed to respond properly to queries raised after noise issues were reported. The Ombudsman has decided not to investigate the complaint as they believed there is insufficient evidence of fault by the Council and insufficient evidence of injustice.	✓			
Environmental Services & Public Protection & Regulation	Complaint about the Council's handling of complaints of noise nuisance. The Ombudsman has decided not to investigate the complaint as they believed they were unlikely to find evidence of fault by the Council sufficient to warrant an investigation.	✓			
Environmental Services & Public Protection & Regulation	Complaint that the Council's household waste bin size allocation policy penalises the complainant's family by giving less bin space than other families. The Ombudsman has decided not to investigate the complaint as there is not enough evidence of Council fault, nor of a significant injustice caused.	✓			

** LGSCO has stated that the statistics comprise the data they hold, and may not necessarily align with the data held by the Authority. For example, the numbers include enquiries from people they signpost back to the Authority, but who may never contact the Council.*