

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT DECISIONS 2019/20

Category	Summary of Decision	Decision			
		Closed after initial enquiries	Not Upheld	Referred back for local resolution	Upheld
Planning and Development	Complaint regarding the way the Council dealt with the complainant's concerns about visual amenity and water run off in relation to a planning application. The Ombudsman decided not to investigate the complaint because further consideration was unlikely to find fault by the Council	✓			
Corporate & Other Services	Complaint about the process of registering to vote and a lost document. The Ombudsman decided not to investigate the complaint because there was insufficient evidence of injustice.	✓			
Planning and Development	Complaint regarding a large residential project and the time it took to investigate the matter. The Ombudsman decided not to investigate the complaint.	✓			
Planning and Development	Complaint that the Council wrongly allowed amendments to a Section 106 Agreement which meant the land near his property was more likely to be developed. The Ombudsman decided that the complainant had not suffered a significant enough injustice to warrant further investigation.		✓		
Housing	Complaint regarding wet room works carried out as part of a Disabled Facilities Grant. The Ombudsman decided this was a premature complaint and referred it back to the Council for local resolution under its own complaints procedure			✓	
* Planning and Development	No record held of this complaint and no further details available from LGSCO.			✓	
Benefits and Tax	Complaint about the way the Council handled a council tax matter. The Ombudsman investigated the complaint and noted that the Council had already accepted its error in starting the attachment of earnings process, apologised to the complainant and amended its internal processes. It also provided a detailed explanation about the complainant's council tax liability, which he was content with and he had paid the outstanding amount. The Council also accepted its responses may have left the complainant unsure about the amount he owed and apologised for this and was working with the new Head of Customer Services to improve the level of plain english in all its correspondence. The Ombudsman welcomed these actions and considered they provided a satisfactory remedy.				✓

** 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.*