

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

COMPLAINT DECISIONS 2018/19

| Category | Summary of Decision | Decision | | |
|------------------------------|---|--------------------------------|------------|--------|
| | | Closed after initial enquiries | Not Upheld | Upheld |
| Housing | Complaint that the Council was not providing adequate services to one of its tenants who had a hearing disability. The Ombudsman did not investigate the complaint, as it did not have the jurisdiction to consider the issues in question. | ✓ | | |
| Planning and Development | Complaint about the Council's refusal to take planning enforcement action against the complainant's neighbour for the positioning of a greenhouse. The Ombudsman did not investigate the complaint, because there was no evidence of fault or significant injustice resulting from the Council's decision. | ✓ | | |
| Planning and Development | Complaint about the Council's planning procedure when dealing with a retrospective planning application for the change of use of land for tourism purposes. The Ombudsman did not investigate the complaint, because there was insufficient evidence of fault which would warrant an investigation. | ✓ | | |
| Corporate and Other Services | Complaint about restricted access to the Council's Housing Service, the issue of a fixed penalty notice and the sharing of information with other public bodies. The Ombudsman could not investigate as it concerned the actions of the Council acting as a social housing landlord and the fixed penalty notice was issued by the Police which is a criminal matter and outside the Ombudsman's jurisdiction. | ✓ | | |
| Corporate and Other Services | Complaint about the Council's response to a complaint about a Council Member. The complainant had complained on behalf of a public body, so the complaint was outside the Ombudsman's legal remit. | ✓ | | |
| Planning and Development | Complaint about the Council's involvement with a community building, for which it granted planning permission. The Ombudsman ended the investigation as it was not likely to achieve a meaningful outcome for the complainant. The investigator found no evidence of fault in the way the planning decision was made, or a significant injustice. | | ✓ | |
| Benefits and Tax | Complaint that the Council delayed recovery action for council tax arrears. The Council did misfile some information, which caused the delay and the Ombudsman said this was fault. However, the Ombudsman was not persuaded that the delay in taking enforcement action caused the complainant a significant injustice and the investigator stated that no remedy or further investigation was proposed. | | | ✓ |