

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT DECISIONS 2020/21

Category	Summary of Decision	Decision			
		Closed after initial enquiries	Not Upheld	Referred back for local resolution	Upheld
Environmental Services & Public Protection & Regulation	Complaint that the Council failed to take effective action to address the noise caused by the complainant's neighbour. The Ombudsman decided not to investigate the complaint as there was insufficient evidence of administrative fault in the way the Council reached its decision.	✓			
Planning & Development	Complaint that the Council was failing to properly consider planning applications. The Ombudsman decided not to investigate the complaint because it falls beyond the Ombudsman's jurisdiction, under s26(A) and s27 of the Local Government Act 1974.	✓			
Planning & Development	Multiple complaints however the most recent complaint regarding the Planning and Governance asking for an independent review of the planning and appraisal system at the Council. The Ombudsman decided not to investigate the recent complaint, as they were the same, or closely associated with matters previously considered and decided.	✓ advice given			
Housing	No record held of this complaint and no further details available from LGSCO.			✓	

** 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.*