

LOCAL GOVERNMENT OMBUDSMAN
COMPLAINT DECISIONS 2015/16

Category	Summary of Decision	Decision				
		Not Upheld	Closed after initial enquiries	Incomplete/ Invalid	Referred back for local resolution	Advice Given
Planning & Development	Complaint that a development resulted in loss of light and overshadowing of the complainant's property and that it was not built in accordance with approved plans. LGO did not uphold the complaint as she found no evidence of fault in the council's approval of the planning application to build two houses next to the complainant's property. Nor did she find any evidence that the Council had failed to take enforcement action regarding any breach of the planning permission.	✓				
Planning & Development	Complaint about the way the Council dealt with the planning process for a housing estate near the complainant's home and related anti-social behavior. The LGO investigator stated that this complaint was late and there were no good reasons to investigate now. Although that part of the complaint about lack of action regarding related anti-social behavior was not late, the investigator concluded that the nuisance complained of was not enough to justify an investigation.		✓			
Environmental Services & Public Protection & Regulation	The complainant stated that the Council had failed to resolve his concerns about a protected tree on his property. In addition, he also claimed the Council was at fault for retaining a fee paid with a Building Regulations application in 2012. The LGO investigator decided not to investigate as the complaint was late and it was open to the complainant to ask for permission to carry out any works he felt appropriate. She also decided not to investigate his complaint about retention of the fee, because any injustice caused by the Council's actions was not so significant as to warrant investigation.		✓			
Planning & Development	Complaint about the Council's failure to accept liability for damage to a drainage system caused by tree roots. The Ombudsman did not investigate, as it was reasonable for the complainants to seek an alternative remedy to their claim in the courts.		✓			

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Environmental Services & Public Protection & Regulation	Complaint regarding the renewal of a licence for a taxi driver. The LGO investigator concluded that there was insufficient evidence of fault by the Council.		✓			
* Planning & Development	No details provided as the LGO treated the complaint as incomplete/invalid so did not make any initial enquiries of the Council.			✓		
* Housing	Where advice is given, LGO provide no details of the case. This would either be because it was not within LGO's scope or they had previously looked at the same complaint.					✓
* Benefits & Tax	No details provided by the LGO because the complainant would have been referred back to the Council.				✓	
* Planning & Development	No details provided by LGO because the complainant would have been referred back to the Council.				✓	

* LGO have stated that the statistics comprise the data they hold, and may not necessarily align with the data held by the Authority. For example, their numbers include enquiries from people they signpost back to the Authority, but who may never contact the Council. Where complaints are classified as 'incomplete/invalid', the complainant may not have provided enough information for the Ombudsman to determine what should happen with the complaint or the complainant may decide at a very early stage that they no longer wish to pursue their complaint.