

COMPLAINTS TO OMBUDSMAN BY SERVICE AREA 2018/19

APPENDIX 3

Service	Ombudsman	Details	Ombudsman's Decision
Housing	1	Failed to consider health issues when awarding priority on the housing register and failed to provide support to view properties. Refused application for a further discretionary housing payment, said no efforts made to identify a cheaper property to move to and delayed dealing with the complaint.	Upheld. The investigation found fault in regard to part of the complaint (the delay in dealing with it and giving incorrect information) which caused injustice. The Ombudsman is satisfied that an apology was sufficient to remedy the injustice.
Housing	1	Council's decision that the complainant's conduct was persistent and unreasonable.	Not upheld. No maladministration by the Council regarding its decision that the complainant's conduct was persistent and unreasonable according to the provisions of its policy.
Legal/Corporate	1	Complaint about an elected member of a parish council.	Not upheld. There was no fault in how the Council considered the complaint
Total	3		

Complaints to Ombudsman 2017/18

Service	Ombudsman	Details	Ombudsman's Decision
Housing	2	1) Effect of actions of building work on housing estate 2) Landlord's advice to neighbour re overhanging tree and its subsequent response to complaints about this.	Complaint withdrawn as tenant moved to alternative accommodation No maladministration. Not within Jurisdiction
Planning	1	Failure to re-open case, take enforcement action; failure to follow Council's complaints procedure	Upheld in part. Apology given
Tax & Benefits	1	Delay in decision regarding housing benefit application; refusal to take complaint about Council Tax to Stage 2 of the Council's complaints procedure without more information	Apology for delay. Matter settled before determination by Ombudsman. No action taken
Legal	1	Alleged delay in dealing with complaint about boundary dispute	Declined to investigate. Complaint made outside the normal 12-month period.
Total	5		

