

COMPLAINTS TO OMBUDSMAN BY SERVICE AREA 2019/20

APPENDIX 3

Service	Ombudsman	Details	Ombudsman's Decision
Environmental Health	1	Noise nuisance regarding cockerel crowing	Not upheld No maladministration
Beach Huts	1	Quality of beech hut doors	Not upheld No maladministration
Parking	1	Oak Road car park, Dibden Purlieu – request for enforcement by the Council.	Declined to investigate. Complaint made outside the normal 12-month period
Planning	1	Land ownership/boundary dispute between neighbors	Closed after initial enquiries – Dispute for the courts
Housing Estate Management	1	Neighbor dispute. Concerns over data protection	Closed after initial enquiries
Legal/Corporate Complaints	2	<ol style="list-style-type: none"> 1. Persistent complainant status 2. Persistent complainant status & breaching privacy 	Will not investigate – No evidence of fault by the Council Closed after initial enquiries – No further action
Total	7		

Complaints to Ombudsman 2018/19

Service	Ombudsman	Details	Ombudsman's Decision
Housing	1	Failed to adequately consider health issues when awarding priority on the housing register and delay dealing with the complaint.	Upheld in part. The Ombudsman was 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		