

COMPLAINTS TO OMBUDSMAN BY SERVICE AREA 2020/21

APPENDIX 2

Service	Ombudsman	Details	Ombudsman's Decision
Planning - Development Control	3	<ol style="list-style-type: none"> 1. Council didn't deal with the new build application correctly 2. Lack of response to enquiry and issues raised regarding project 3. Concerns with Officer's report re development next door 	<p>Upheld.—No maladministration No injustice. Failed to identify a breach during initial visit</p> <p>Closed after initial enquiries - Out of jurisdiction</p> <p>Not investigated. Late complaint (over 12 months)</p>
Planning – Enforcement	1	Fence - Enforcement case	Closed after initial enquiries – Out of jurisdiction.
Housing – Private Sector	1	Refused rent in advance and deposit scheme regarding renting out property to tenant	Not upheld – No maladministration
Tax & Benefits	1	Refusal for a small business grant fund application. Minstead Community Shop Ltd	Not upheld - No maladministration
Legal/Corporate Complaints	1	Parish Councilor complaint	Closed after initial enquiries - no further action
Total	7		

Complaints to Ombudsman 2019/20

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 neighbours	Closed after initial enquiries – Dispute for the courts
Housing Management	1	Neighbour dispute. Concerns over data protection	Closed after initial enquiries - Out of jurisdiction
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		