

**COMPLAINTS TO OMBUDSMAN BY SERVICE AREA 2017/18**

**APPENDIX 3**

**(Total complaints received by the Council = 66)**

<b>Service</b>	<b>Ombudsman</b>	<b>Details</b>	<b>Ombudsman's Decision</b>
Housing/Noise	2	1) Effect of actions of building work on housing estate  2) Actions of neighbour, removal of tree; officer conduct; handing of Right to Buy application agreement	Complaint withdrawn as tenant was moved to alternative accommodation  No maladministration.
Planning	1	Failure to re-open take enforcement action; failure to follow Council's complaints procedure	Upheld in part. Apology given
Tax & Benefits	1	Delay in decision on housing benefit application; refusal to take complaint about Council Tax to Stage 2 of the Council's complaints procedure	Matter settled before determination by Ombudsman. No action taken.
Legal	1	Alleged delay in dealing with complaint about boundary	Declined to investigate.
<b>Total</b>	<b>5</b>		

**Complaints to Ombudsman 2016/17**

Housing	3	1) Complaint about neighbour's actions 2) Delay in including applicant in housing register and incorrect advice 3) Anti-social behaviour issues	Not investigated Apology  No action after investigation
Planning	1	Way planning decision made	No action after investigation

