

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT DECISIONS 2022/23

Category	Summary of Decision	Decision			
		Closed after initial enquiries	Not Upheld	Referred back for local resolution	Upheld
Planning & Development	Complaint about the Council's decision to grant planning permission without properly considering drainage and highway issues. After investigating this complaint, the Ombudsman found no fault in the Council's decision making process.		✓		
Planning & Development	Complaint regarding a delay in determining a planning application. The Ombudsman decided not to investigate the complaint as it believed it would have been reasonable for the complainant to appeal to the Planning Inspectorate.	✓			
Environmental Services & Public Protection & Regulation	Complaint regarding missed assisted refuse collections/returns and related service failure. The Ombudsman upheld this complaint, finding fault by the Council. The remedies awarded to resolve the injustice caused were an apology, payment of £250 and agreement for ongoing monitoring. The Ombudsman has confirmed the remedy is now complete and satisfied.				✓
Corporate & Other Services	Complaint relating to an employment or personnel matter. No further details were made available in relation to this complaint and the Ombudsman confirmed that such matters are excluded from its jurisdiction under Sch 5/5A Local Government Act 1974.	✓			
Corporate & Other Services	Complaint about the conduct of a local election. The Ombudsman's decision was not to investigate the complaint as the actions of the Returning Officer are outside of its jurisdiction.	✓			
Corporate & Other Services	No record held of this complaint and no further details available from the Ombudsman. The only information provided states it was a premature decision and that advice was given.			✓	
Environmental Services & Public Protection & Regulation	Complaint in relation to the Council's decision to issue a premises licence. The Ombudsman decided not to investigate the complaint as it considered it reasonable for the complainant to pursue the connected claim for loss of income in the courts.	✓			

** LGSCO has stated that the statistics comprise the data it holds, and may not necessarily align with the data held by the Authority. For example, the numbers include enquiries from people they signpost back to the Authority, but who may never contact the Council.*