

LOCAL GOVERNMENT OMBUDSMAN
COMPLAINT DECISIONS 2014/15

Category	Summary of Decision	Decision			
		Upheld	Incomplete/ invalid	Closed after initial enquiries	Referred back for local resolution
Benefits & Tax	Complaint about how the Council had dealt with a Council Tax debt. The Ombudsman did not investigate as she was satisfied that the Council had considered whether the complainant's payments were reasonable and concluded that there was no evidence of maladministration.			✓	
Planning & Development	LGO decided not to investigate a complaint about approval of a scheme under Building Regulations (relating to a flue for a condensing boiler on the wall of the complainant's neighbour's property). The LGO considered there was no evidence of fault in the Council's actions.			✓	
Corporate & Other Services	Complaint about various issues with the management of a local leisure centre. The Ombudsman stated she would not use public funds to investigate this complaint as she could not achieve any worthwhile outcome for the complainant. She also found no evidence of fault in the way the Council had considered the complainant's concerns.			✓	
Housing	LGO upheld a complaint about a delay in determining a homelessness application and a housing benefit application. She decided that a written apology would provide a suitable remedy and the Council agreed to this.	✓			
Education & Childrens Services	No details provided by LGO as the complaint would have been referred to the County Council.				✓
Planning & Development	No details provided as the LGO treated the complaint as incomplete/invalid so did not make any initial enquiries of the Council.		✓		
Corporate & Other Services	No details provided by the LGO and no trace of the complaint being referred back to the Council for resolution, so this is either an error in the LGO's records, or the complaint has been referred to another authority (e.g. County Council).				✓