

## STANDARDS COMMITTEE – 24TH JULY 2006

**SUBJECT: COMPLAINTS TO THE OMBUDSMAN**

**REPORT BY: MONITORING OFFICER**

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1. The following complaints have been made to the Ombudsman in recent months and have been rejected by him as not accepted for formal investigation for the reasons he has indicated or that he is satisfied with the action taken: -

- (1) Neighbour nuisance (1)
- (2) Estate Management issue – Housing (1)
- (3) Housing (1)
- (4) Housing repairs (2)
- (5) Noise nuisance (1)
- (6) Planning (4)
- (7) Licensing issues (extended hours) (1)
- (8) Highways issue (cattle grid) (1)
- (9) Insurance issue and Complaints Procedure (1)
- (10) Waste Management (3)
- (11) Partnership Board (1)
- (12) Complaints Procedure (1)
- (13) Street cleaning (1)
- (14) Data Protection Act (1)
- (15) Consultation Procedure (1)

2. The following complaints remain at the enquiry stage or are awaiting determination: -

- (1) Social Services (1)
- (2) Alleged anti-social behaviour (1)
- (3) Planning (6)
- (4) Insurance
- (5) Social Services (Provision of parking bay) (1)
- (6) Alleged noise/dust nuisance (1)
- (7) Insurance and Complaints procedure (1)
- (8) Planning issue – Party Wall (1)
- (9) Complaints procedure (1)

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Background Papers:  
Correspondence from the Ombudsman