

STANDARDS COMMITTEE - 8TH SEPTEMBER 2009

SUBJECT: COMPLAINTS TO THE OMBUDSMAN

REPORT BY: MONITORING OFFICER

1.1 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:-

(a)	Planning	(4)
(b)	Social Services	(4)
(c)	Housing	(7)
(d)	Highways	(1)
(e)	Personnel	(1)
(f)	Planning / Social Services	(1)
(g)	Education (Admissions)	(2)
(h)	Insurance	(1)
(i)	Planning / Environmental Health / Education	(1)
(j)	Planning / Environmental Health / Legal	(1)
(k)	Housing / Property	(1)

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

(a)	Social Services	(5)
(b)	Housing	(3)
(c)	Planning / Education / Property	(1)
(d)	Planning / Community Safety / Environmental Health GAVO	(1)
(e)	Housing / Corporate Finance	(1)
(f)	Highways	(1)

1.3 The following complaint has been withdrawn:-

(a)	Property	(1)
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Author: Susan Richards, Chief Executive's Corporate Support Officer
Consultees: Daniel Perkins, Monitoring Officer

Background Papers: Correspondence from the Ombudsman