



STANDARDS COMMITTEE – 25TH NOVEMBER 2009

SUBJECT: COMPLAINTS TO THE OMBUDSMAN

REPORT BY: MONITORING OFFICER

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) Housing (3)
 - (c) Libraries (1)
 - (d) Details not provided (1)
 - (e) Leisure/Community Safety/Environmental Health (1)

2. The following complaints remain at the enquiry stage or are awaiting determination:
 - (a) Social Services (6)
 - (b) Housing (1)
 - (c) Planning/Education (1)
 - (d) Housing/Corporate Finance (1)
 - (e) Highways (1)
 - (f) Planning (1)

3. The following complaint(s) were formally investigated and a section 21 report issued indicating that the complaint(s) were not upheld;
 - (a) Planning/Community Safety/Environmental Health GAVO (1)

Author: Mrs Susan Richards, Chief Executive's Corporate Support Officer

Consultees: D. Perkins, Monitoring Officer

Background Papers: Correspondence from the Ombudsman