



## STANDARDS COMMITTEE – 25TH JANUARY 2010

**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.
  - (a) Planning  
(1) (0049) (27/11/2009)
  - (b) Highways  
(1) (0025) (12/06/2009)
  - (c) Bereavement Services  
(1) (0047) (12/11/2009)
  - (d) Education/Community Safety/Environmental Health  
(1) (0046) (06/11/2009)
  - (e) Unknown  
(1) (0045) (06/11/2009)
  - (f) Planning/Highways/Environmental Health  
(1) (0050) (09/12/2009)
  - (g) Housing  
(1) (0051) (04/01/2010)
  
2. The following complaints remain at the enquiry stage or are awaiting determination.
  - (a) Social Services  
(6) (0001) (06/08/2007)  
(0002) (11/02/2008)  
(0005) (06/08/2008)  
(0032) (17/07/2009)  
(0036) (28/07/2009)  
(0043) (06/10/2009)
  - (b) Housing  
(1) (0048) (24/11/2009)
  - (c) Planning/Education  
(1) (0007) (13/01/2009)
  - (d) Libraries  
(1) (0044) (01/12/2009)
  - (e) Planning  
(1) (0037) (11/09/2009)
  
3. The following complaint(s) were formally investigated and a section 21 report issued indicating that the complaint(s) were not upheld.
  - (a) Housing  
(1) (0003) (13/05/2008)

4. The following complaint(s) were formally investigated and a section 21 report issued indicating that the complaint(s) were upheld in part.

- (a) Housing/Corporate Finance  
(1) *(0024)* (10/06/2009)

Author: Mrs Susan Richards, Chief Executive's Corporate Support Officer  
Consultees: D. Perkins, Monitoring Officer

Background Papers:  
Correspondence from the Ombudsman

(Please note the number in italics is the file number and the date following is the date of the complaint from the ombudsman.)