

STANDARDS COMMITTEE – 14TH JUNE 2010

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 because the complainants had not yet complained through the Council's corporate complaints procedure.
 - (a) Housing
 - (4) (0056) (22/02/2010)
 - (0054) (16/02/2010)
 - (0061) (14/04/2010)
 - (0067) (26/05/2010)
 - (b) Social Services / Education (Social Services element only)
 - (¹/₂) (0057) (24/02/2010)
 - (c) Social Services
 - (1) (0055) (17/02/2010)
 - (d) Planning
 - (1) (0066) (18/05/2010)

2. 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 indicted or that he is satisfied with the action taken
 - (a) Planning
 - (1) (0052) 26/01/2010
 - (b) Social Services
 - (2) (0059) 29/03/2010
 - (0055) 24/03/2010
 - (c) Housing
 - (4) (0051) 04/01/2010 & 12/04/2010
 - (0062) 15/04/2010
 - (0064) 07/05/2010
 - (0065) 13/05/2010
 - (d) Libraries
 - (1) (0044) 01/12/2009
 - (e) Corporate Finance
 - (1) (0063) 20/04/2010
 - (f) Leisure
 - (1) (0058) 08/03/2010

3. The following complaint has been made to the Ombudsman in recent months and has been rejected by him as not accepted for reopening formal investigation for the reasons he has indicted or that he is satisfied with the action taken.
 - (a) Housing
 - (1) (0033) 31/03/2010

4. The following complaints remain at the enquiry stage or are awaiting determination.
- (a) Social Services
 - (4) (0002) (11/02/2008)
 - (0036) (28/07/2009) – draft report received
 - (0043) (06/10/2009)
 - (0055) (17/02/2010, 24/03/2010 & 23/04/2010) – draft report received
 - (b) Housing
 - (2) (0048) (24/11/2009)
 - (0053) (09/02/2010)
 - (c) Planning / Education
 - (1) (0007) (13/01/2009) – draft report received
 - (d) Planning
 - (1) (0037) (11/09/2009) – final report received
 - (e) Social Services / Education (Education element only)
 - (¹/₂) (0057) (24/02/2010)
 - (f) Education / Transport / Procurement
 - (1) (0060) (12/04/2010)
5. The following complaint(s) were formally investigated and a section 21 report issued indicating that the complaint(s) were upheld in part.
- (a) Social Services
 - (3) (0001) 06/08/2007
 - (0005) 06/08/2008
 - (0032) 17/07/2009

Author: Mrs Susan Richards, Chief Executive's Corporate Support Officer
Consultees: Dan 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.)