

STANDARDS COMMITTEE – 7TH OCTOBER 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/ Corporate Finance
1 0075 19/08/2010
 - (b) Planning
1 0076 23/08/2010
 - (c) Corporate Finance
1 0077 26/08/2010
 - (d) Bereavement Services
1 0080 22/09/2010

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 indicated or that he is satisfied with the action taken
 - (a) Social Services
2 0072 09/07/2010
0073 13/07/2010
 - (b) Planning
1 0074 17/08/2010
 - (c) Corporate Finance
2 0078 08/09/2010
0079 09/09/2010

3. The following complaints remain at the enquiry stage or are awaiting determination.
 - (a) Social Services
(2) (0002) (11/02/2008) - draft report received
(0043) (06/10/2009) - draft report received
 - (b) Housing
(1) (0048) (24/11/2009)

4. The following complaint(s) were formally investigated and a section 21 Report issued indicating that the complaint(s) were not upheld.
 - (a) Education
(1/2) (0057) (24/02/2010)

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
 - 1 (0036) (28/07/2009)
 - (b) Housing
 - 1 (0053) (09/02/2010)
 - (c) Education / Transport / Procurement
 - 1 (0060) (12/04/2010)

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.)