

STANDARDS COMMITTEE – 29TH MARCH 2011

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**
 - (6) 0082 27/09/2010
 - 0088 18/10/2010
 - 0094 30/11/2010
 - 0098 25/01/2011
 - 0103 01/03/2011
 - 0104 07/03/2011
- (b) **Highways**
 - (3) 0083 05/10/2010
 - 0084 11/10/2010
 - 0090 19/11/2010
- (c) **Planning**
 - (2) 0089 20/10/2010
 - 0093 17/11/2010
- (d) **Insurance/ Highways**
 - (1) 0095 09/12/2010
- (e) **Trading Standards**
 - (1) 0099 26/01/2011
- (f) **Corporate Finance**
 - (1) 0100 27/01/2011
- (g) **Environmental Health**
 - (1) 0102 17/02/2011

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) 0101 01/02/2011
- (b) **Social Services**
 - (2) 0081 23/09/2010
 - 0096 29/12/2010
- (c) **Housing**
 - (1) 0087 14/10/2010
- (d) **Bereavement Services**
 - (1) 0086 15/10/2010

- (e) **Corporate Finance**
(2) 0091 22/11/2010
 0092 24/11/2010

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) **Social Services**
(1) (0081) 05/11/2010

4. The following complaints remain at the enquiry stage or are awaiting determination.

- (a) **Social Services**
(2) (0002) (11/02/2008)
 (0097) (30/12/2010)

5. The following complaint(s) were formally investigated and a section 21 Report issued indicating that the complaint(s) were not upheld.

- (a) **Housing**
(1) (0048) (24/11/2001)

6. 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) (0043) (06/10/2009)

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.)