

APPENDIX 3

Local government Ombudsman Investigations

Service area	Complaint description	Considered by LA	Final outcome by the LA	LGO complaint outcome	Recommendations made by LGO. - Delivered?
Adult Social Care	Complaint relating to changes in a care package	No	N/A	NOT UPHELD Investigation complete and satisfied with authority actions, not appropriate to issue report	No Recommendations made
Benefits & Council Tax	Complaint about the handling of a benefit claim & appeal	Yes	PARTIALLY UPHELD	NOT UPHELD Outside Jurisdiction	No Recommendations made
Benefits & Council Tax	Complaint relating to Council Tax & Benefits	Yes	PARTIALLY UPHELD £250.00 compensation paid for Time & trouble	UPHELD Investigation complete and satisfied with authority actions, not appropriate to issue report	The LGO investigator was satisfied with the outcome of the stage 3 report and payment already made by the LA
Education & Childrens Services	Complaint relating to the Child Protection process	Yes	PARTIALLY UPHELD £250.00 compensation offered in recognition of poor practice & distress	UPHELD Not to initiate an investigation	The LGO Investigator agreed with the decision made by the LA and the payment already offered Cheque for £250.00 paid
Education & Childrens Services	Concerns relating to a lack of action taken in response to concerns raised	Yes	PARTIALLY UPHELD Apology offered and £1000.00 offered for time and trouble and poor complaint handling	UPHELD To Discontinue investigation	The LGO Investigator agreed with the decision made by the LA and the payment already offered 2 Cheques for £500.00 (1 for the parents and 1 for the child) sent but returned by family
Education & Childrens	Complaint regarding delays	Yes	PARTIALLY UPHELD Outstanding Retainer	UPHELD Investigation complete and	The LGO Investigator agreed with the decision made by the LA

Services	in receiving back pay (fostering)		fees paid A further £6000.00 offered in settlement of complaint to cover the contested retainer fees – Not accepted by complainant	satisfied with authority actions, not appropriate to issue report	£6000.00 paid in full & final settlement of the complaint
Education & Children Services	Admissions – complaint that there was an administrative fault in the way the council considered a school application	No	N/A	NOT UPHELD Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report	<u>Recommendations</u> Ensure child is offered a school place for the beginning of the January term. <u>Actions taken</u> Child was included in the first allocation in 2014.
Education & Children Services	Admissions Appeal – admin complaint	No	N/A	NOT UPHELD Not to initiate investigation	There was no fault in the way the appeal was conducted therefore the LGO cannot question the panel decision.
Education & Children Services	Complaint regarding actions taken by Childrens Social Care	Yes	PARTIALLY UPHELD £500.00 compensation offered to be used for family activities	UPHELD Local Settlement	The LGO Investigator agreed with the decision made by the LA and the resolution already offered. Family Merlin passes purchased & Two months family 'Big Sky' voucher purchased. To the total value of £500.00
Housing	Concerns regarding delays in being re-housed	Yes	PARTIALLY UPHELD	UPHELD Local Settlement	<u>Recommendation</u> Council to send apology letter and cheque for £2025.00. Housing Department to

	and band allocation				<p>introduce a policy to deal with personal property at risk in homeless situations</p> <p><u>Actions taken</u> Apology letter and cheque issued and received by complainant 'Protection of Personal property policy' introduced by Housing Needs service</p>
Housing	Complaint that the council failed to ensure works were completed to a proper standard	No	N/A	UPHELD Local Settlement	<p><u>Recommendations</u> Apology to be issued Install a new condenser pump as per the independent engineers recommendations or pay complainant a sum not exceeding its own estimated cost of works Pay an additional £750.00 to remedy the flood damage to his home and for the inconvenience and discomfort caused.</p> <p><u>Actions taken</u> Apology letter issued £750.00 paid to customer Repair works are being carried out by complainants contractor</p>
Planning & Development	Complaint relating to planning permission for development	Yes	Stage 3 report not issued	UPHELD To discontinue investigation	<p><u>Recommendations</u> Apology to be issued £100.00 compensation to be paid for maladministration in failing to complete an</p>

					independent investigation within an acceptable timescale <u>Actions taken</u> Apology letter sent and cheque for £100.00
Planning & Development	Concerns relating to a planning application	Yes	PARTIALLY UPHELD £250.00 compensation paid for the loss of some records and confusion caused by complaint	UPHELD Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report	The LGO Investigator agreed with the decision made by the LA and the payment already made
Planning & Development	Joint complaint with above complaint. Concerns relating to a planning application	Yes	PARTIALLY UPHELD No payment offered to this complainant as they did not have the same injustice	UPHELD Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report	The LGO Investigator agreed with the decision made by the LA and the payment already made Chief Executive offered to pay the same compensation to this complainant both before and after the LGO decision as a goodwill gesture (£250.00) but complainant refused payment.