

**CURRENT OMBUDSMAN CASES 2020/2021**

**REPORT - UP TO 30 NOVEMBER 2020**

Please find below a summary of the number of complaints determined since 1 April 2020

<b>DECISION RESULT</b>	<b>2020-21</b>	<b>2019-20 Comparison</b>	
<b>Premature Complaints</b>		4	<i>People's Services – 3 (Adults - 2, Children's – 1) Environmental Services - 1</i>
<b>Complaints Settled Locally (Remedy Complete)</b> <i>Environmental Services – 1</i>	1		
<b>Closed after Initial Enquiries – No Further Action</b> <i>Planning – 1 People's Services – 1 (Adults)</i>	2	3	<i>Highways &amp; Transport – 1 People's Services – 1 (Adults) Environmental Services – 1</i>
<b>Closed after Initial Enquiries- Out of Jurisdiction</b>			
<b>Not Upheld: No Maladministration</b>		1	<i>(People's Services 1 – Adults)</i>
<b>Not Upheld: No Further Action</b>			
<b>Report Issued: Not upheld; No Maladministration</b>			
<b>Upheld: Maladministration; No Injustice</b>			
<b>Upheld: Maladministration and Injustice</b> <i>Education &amp; Children's Services – 1</i>	1	2	<i>People's Services – 1 (Children's) Environmental Services - 1</i>
<b>Upheld: No further action</b> <i>People's Services – 1 (Adults)</i>	1	1	<i>People's Services – 1 (Adults)</i>
<b>Report Issued: Upheld; Maladministration and Injustice</b>			
<b>Report Issued: Upheld; Maladministration; No Injustice</b>			
<b>Not Upheld: Maladministration but No Injustice</b>			
<b>Not Investigated/Discontinued Investigation</b>			
<b>Total number of Complaints Determined</b>	<b>5</b>	<b>11</b>	
<b>Ongoing complaints as yet undetermined, carried forward</b> <i>People's Services – 3 (Adults – 2, Children's – 1) Corporate Services - 1</i>	<b>4</b>	<b>0</b>	