

CURRENT OMBUDSMAN CASES 2021/2022

REPORT - UP TO 31 DECEMBER 2021

Please find below a summary of the number of complaints determined since 1 April 2021. Appendix A to the report details the present position on each current Ombudsman case as at 31 December 2021.

DECISION RESULT 2021-2022		Figures 2020-21	Departments 2020-21
Premature Complaints			
Complaints Settled Locally		1	<i>Environmental Services - 1</i>
Closed after Initial Enquiries – No Further Action <i>People's Services – 1 Adults</i> <i>Benefits & Taxation – 1</i> <i>Corporate & Other Services – 1</i>	3	2	<i>Planning -1</i> <i>People's Services - Adults</i>
Closed after Initial Enquiries- Out of Jurisdiction <i>People's Services – 4 (Adults 3, Children's 1)</i>	4		
Not Upheld: No Maladministration <i>People's Services – 1 (Adults)</i>	1	1	<i>Benefits & Taxation - 1</i>
Not Upheld: No Further Action			
Report Issued: Not upheld; No Maladministration			
Upheld: Maladministration; No Injustice <i>People's Services – 1 (Children's)</i>	1		
Upheld: Maladministration and Injustice <i>People's Services – 7 (Children's 4, Adults 3)</i> <i>Planning – 1</i>	8	1	<i>Education & Children's Services – 1</i>
Upheld: No Further Action		1	<i>People's Services – 1 Adults</i>
Report Issued: Upheld; Maladministration and Injustice			
Report Issued: Upheld; Maladministration; No Injustice			
Not Upheld: Maladministration but No Injustice			
Not Investigated/Discontinued Investigation			
Total number of Complaints Determined	17	6	
Ongoing complaints as yet undetermined, or carried forward <i>People's Services – 3 (Adults 2, Children's 1)</i>	3	2	<i>People's Services – 2</i>