

**CURRENT OMBUDSMAN CASES 2022/2023**  
**REPORT - UP TO 31 DECEMBER 2022**

Please find below a summary of the number of complaints determined since 1 April 2022. Appendix A to the report details the present position on each current Ombudsman case as at 31 December 2022.

<b>DECISION RESULT 2022-2023</b>	<b>Figures 2021-22</b>		<b>Departments 2021-22</b>
<b>Premature Complaints</b> <i>Corporate &amp; Other Services – 1</i> <i>Planning – 2</i> <i>People's Services – 2 (Children's 1, Adults 1)</i> <i>Benefits &amp; Taxation – 1</i> <i>Place Services – 1</i> <i>Housing – 1</i>	8		
<b>Complaints Settled Locally</b>			
<b>Closed after Initial Enquiries – No Further Action</b> <i>Highways – 1</i> <i>Corporate &amp; Other Services – 3</i> <i>People's Services – Adults – 1</i> <i>Environmental Services – 1</i>	6	3	<i>People's Services – 1 (Adults)</i> <i>Benefits &amp; Taxation – 1</i> <i>Corporate &amp; Other Services</i>
<b>Closed after Initial Enquiries- Out of Jurisdiction</b> <i>Corporate &amp; Other Services – 1</i> <i>People's Services – 2 Children's</i>	3	4	<i>People's Services -3 (Adults 2, Children's 1)</i> <i>Benefits &amp; Taxation - 1</i>
<b>Not Upheld: No Maladministration</b> <i>Corporate &amp; Other Services – 1*</i> <i>Planning – 1</i> <i>People's Services – 1 (Adults)</i>	3	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> <i>People's Services – 1 (Children's**)</i>	1	1	<i>People's Services – 1(Children's)</i>
<b>Upheld: Maladministration and Injustice</b> <i>People's Services – 5 – (Adults 4, Children's 1)</i>	5	8	<i>People's Services – 7 (Adults 3, Children's 4)</i> <i>Planning - 1</i>
<b>Upheld: No Further Action</b>			
<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>26</b>	<b>17</b>	
<b>Ongoing complaints as yet undetermined, or carried forward</b> <i>People's Services – 2 (Adults)</i> <i>Planning – 1</i>	<b>3</b>	<b>3</b>	<i>People's Services –5 (Adults 2– Children's 1)</i>

*Corporate Services – 1\* Was Closed No further Action – Re-opened & Closed Not Upheld, No Maladministration)\*\*Children's – 1 Decision overturned, case re-opened, Closed as Upheld Maladministration, no Injustice)*