

CURRENT OMBUDSMAN CASES 2023/2024
REPORT - UP TO 31 MAY 2023

Please find below a summary of the number of complaints determined since 1 April 2023. Appendix A to the report details the present position on each current Ombudsman case as at 31 May 2023.

DECISION RESULT	2023-2024	Figures 2022-23	Departments 2022-23
Premature Complaints <i>People's Services – 1 Childrens</i>	1		
Complaints Settled Locally			
Closed after Initial Enquiries – No Further Action <i>Planning – 1</i> <i>Corporate & Other Services – 2</i> <i>People's Services – 2 Adults</i>	5	4	<i>Highways – 1</i> <i>Corporate & Other Services – 2</i> <i>People's Services – 1 Adults</i>
Closed after Initial Enquiries- Out of Jurisdiction <i>People's Services – 2 Childrens</i>	2	1	<i>Corporate & Other Services – 1</i>
Not Upheld: No Maladministration <i>People's Services – 1 Adults</i>	1	1	<i>Corporate & Other Services – 1</i>
Not Upheld: No Further Action			
Report Issued: Not upheld; No Maladministration			
Upheld: Maladministration; No Injustice			
Upheld: Maladministration and Injustice		1	<i>People's Services – 1 Adults</i>
Upheld: No Further Action <i>People's Services – 1 Childrens</i>	1		
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	10	7	
Ongoing complaints as yet undetermined, or carried forward	0	5	<i>People's Services – 4 (Adults 2, Children's – 2)</i> <i>Planning – 1</i>