

**CURRENT OMBUDSMAN CASES 2023/2024**  
**REPORT - UP TO 31 DECEMBER 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 December 2023.

<b>DECISION RESULT 2023-2024</b>		<b>Figures 2022-23</b>	<b>Departments 2022-23</b>
<b>Premature Complaints</b> <i>People's Services – 2 (Children's 1, Adults 1)</i> <i>Environmental Services – 2</i> <i>Benefits &amp; Taxation – 1</i>	5	8	<i>Corporate &amp; Other Services – 1</i> <i>Planning – 2</i> <i>Benefits &amp; Taxation -1</i> <i>People's Services – 2(</i> <i>Children's 1, Adults 1)</i> <i>Place Services – 1</i> <i>Housing - 1</i>
<b>Complaints Settled Locally</b>			
<b>Closed after Initial Enquiries – No Further Action</b> <i>Planning – 1</i> <i>Corporate &amp; Other Services – 4</i> <i>People's Services – 5 (Adults - 4, Childrens - 1)</i>	10	6	<i>Highways – 1</i> <i>Corporate &amp; Other Services – 3</i> <i>People's Services – 1 Adults</i> <i>Environmental Services - 1</i>
<b>Closed after Initial Enquiries- Out of Jurisdiction</b> <i>People's Services – 5 Childrens</i> <i>Planning – 1</i> <i>Highways – 2</i>	8	3	<i>Corporate &amp; Other Services – 1</i> <i>People's Services 2 Children's</i>
<b>Not Upheld: No Maladministration</b> <i>People's Services – 1 (Adults)</i>	1	3	<i>Corporate &amp; Other Services – 1</i> <i>Planning – 1</i> <i>People's Services -1 Adults</i>
<b>Not Upheld: No Further Action</b> <i>Planning - 1</i>	1		
<b>Report Issued: Not upheld; No Maladministration</b>			
<b>Upheld: Maladministration; No Injustice</b>		1	<i>People's Services -1 Childrens</i>
<b>Upheld: Maladministration and Injustice</b> <i>People's Services – 2 Adults</i>	2	5	<i>People's Services- 4 (Adults 4,</i> <i>Childrens 1)</i>
<b>Upheld: No Further Action/Remedy Complete</b> <i>People's Services – 2 (Childrens)</i>	2		
<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>29</b>	<b>26</b>	
<b>Ongoing complaints as yet undetermined, or carried forward</b> <i>People's Services 1 – Adults</i>	<b>1</b>	<b>3</b>	<i>People's Services – 2 (Adults)</i> <i>Planning - 1</i>