

OMBUDSMAN CASES 1 APRIL 2019 – 31 MAY 2019

WARDS AFFECTED

All

EXEMPT/CONFIDENTIAL ITEM

No

1. Purpose of the Report

Members are asked to note the summary of the number of complaints determined by the Ombudsman from 1 April 2019 to 31 May 2019 and the attached schedule:-

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| Premature Complaints <i>People's Services – 1 (Adults)</i> | 1 |
| Complaints Settled Locally | |
| Closed after Initial Enquiries – No Further Action <i>Highways & Transport – 1</i> <i>People's Services – 1 (Adults)</i> | 2 |
| Closed after Initial Enquiries- Out of Jurisdiction | |
| Not Upheld: No Maladministration | |
| Not Upheld: No Further Action | |
| Report Issued: Not upheld; No Maladministration | |
| Upheld: Maladministration; No Injustice | |
| Upheld: Maladministration and Injustice | |
| 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 | 3 |
| Ongoing complaints as yet undetermined, carried forward <i>People's Services – 1 (Adults)</i> <i>Environmental Services – 1</i> | 2 |
| Premature Complaints <i>People's Services – 1 (Adults)</i> | 1 |