

OMBUDSMAN CASES 1 JUNE 2019 – 30 NOVEMBER 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 June 2019 to 30 November 2019 and the attached schedule:-

Premature Complaints <i>People's Services – 3 (Children's)</i> <i>Environmental Services - 1</i>	4
Complaints Settled Locally	
Closed after Initial Enquiries – No Further Action <i>Environmental Services - 1</i>	1
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 <i>People's Services – 1 (Children's)</i>	1
Upheld: No Further Action <i>People's Services – 1 (Adults)</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	7
Ongoing complaints as yet undetermined, carried forward <i>People's Services – 2 (Children's)</i> <i>Highways & Transport - 1</i>	3