

OMBUDSMAN CASES 1 JUNE 2019 TO 30 NOVEMBER 2019

*Red font denotes open cases as at 30 November 2019

Department	Subject of Complaint	Details of progress and Ombudsman's Decision
Environmental Services	Councils dealing of case regarding noise nuisance from neighbours	13/6/2019 - Complaint received from Ombudsman - Closed after Initial Enquiries - No Further Action
People's Services - Adults	Payments incurred after mother's death	13/6/2019 - Complaint received from Ombudsman 13/6/2019 - Response sent to Ombudsman 17/9/2019 - Draft decision received from Ombudsman with request for comments - Council confirmed no comments 19/6/2019 - Closed - Upheld: No further Action
People's Services – Children's	Handling of complaint by Children's Services	17/7/2019 - Complaint received from Ombudsman with Draft Decision with request for comments (originally received as pre-investigation 2/5/19 with request for information – Response sent to Ombudsman) 31/7/2019 – Response sent to Ombudsman 2/8/2019 - Closed - Upheld: Maladministration and Injustice
People's Services – Children's	Handling of EHCP for son	16/8/2019 - Complaint received from Ombudsman - Closed, Premature
People's Services - Adults	Care package received	28/8/2019 - Complaint received from Ombudsman (was a pre-investigation) - Closed, Premature
People's Services – Children's	Assessment of son's educational needs	7/10/2019 - Complaint received from Ombudsman 24/10/2019 - Council requested extension from Ombudsman - Ombudsman granted extension 13/11/2019 - Council requested further extension due to the amount of paperwork to go through on the case - Ombudsman granted extension to 29/11/2019. 28/11/2019 - Response sent to Ombudsman
Environmental Services	Assisted Refuse/recycling collection	18/10/2019 - Complaint received from Ombudsman (was pre-investigation). Closed, Premature
Highways & Transport	Parking issues	27/11/2019 - Complaint received from Ombudsman 2/12/2019 - Response sent to Ombudsman
People's Services – Children's	Assessment of son's needs	27/11/2019 - Complaint received from Ombudsman 28/11/2019 - Draft decision received from Ombudsman with request for comments
People's Services – Children's	Handling of Residence Order Allowance	28/11/2019 - Complaint received from Ombudsman - Closed, Premature