

**OMBUDSMAN COMPLAINTS – ONGOING [October 2009 to December 2009]**

	<b>REFERENCE NUMBERS</b>	<b>DATE COMPLAINT RECEIVED</b>	<b>DATE OF RESPONSE TO OMBUDSMAN</b>	<b>DATE OMBUDSMAN VERDICT RECEIVED</b>	<b>COMPLAINT</b>	<b>VERDICT</b>	<b>SERVICE AREA - LESSONS LEARNT</b>
1	08 021 553 [104 - Black]	<b>07 December 2009</b>	<b>Not applicable</b>	<b>08 December 2009</b>	That if SDC had not altered the lease in 2002, a lot of the complaints concerning AGD Equipment could have been avoided.	<b>Other: Outside Jurisdiction</b>	<i>Member Services</i>
2	08 021 555 [104 – Black]	<b>07 December 2009</b>	<b>Not applicable</b>	<b>07 December 2009</b>	As above	<b>Other: Outside Jurisdiction</b>	<i>Member Services</i>
3	0809/ES001032 – 33 [08 016 996/JF]	24 December 2008  <b>05 November 2009</b>	12 January 2009  <b>16 November 2009</b>	On-going as at 23 June – new case officer appointed – 17 September LGO advise not likely SDC will hear until after December 09 due to their backlog.	How Planning Application was handled		<i>Planning Services</i>
4	09/10/110 [08 019 146]	17 April 2009  17 September 2009	12 May 2009  23 September 2009	<b>On-going</b>	That because of granting planning permission he has incurred legal expenses and that SDC failed to require the applicant to carry out a contaminated land survey.		<i>Planning Services</i>

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5	08 02658 – 128	8 September 2009  7 October 2009	24 September 2009  <b>14 October 2009</b>	  <b>On-going</b>	That planning action represented a breach of building control		<i>Planning Services</i>
6	09 005 994 & 09 008 375 - 135	14 September 2009	22 September 2009	<b>19 November 2009</b>	That SDC failed to consult neighbours prior to building care home	<b>Planning &amp; Building Control: No mal-administration</b>	<i>Planning Services</i>
7	09 008 237/jar - 153	12 October 2009	<b>27 October 2009</b>	<b>On-going</b>	That SDC failed to take action to ensure that the Rother Market operates within the terms governing it and does not unlawfully restrict or prevent public parking in the area.		<i>Community Services</i>
8	09 007 744 JWA 157	30 October 2009	<b>n/a</b>	<b>30 October 2009</b>	It was not explicit that disabled facilities grant is inclusive of VAT.	<b>Other: No mal-administration</b>	<i>Revenues &amp; Housing</i>