

OMBUDSMAN COMPLAINTS – ONGOING [December 2009 to May 2010]

	REFERENCE NUMBERS	DATE COMPLAINT RECEIVED	DATE OF RESPONSE TO OMBUDSMAN	DATE OMBUDSMAN VERDICT RECEIVED	COMPLAINT	VERDICT	SERVICE AREA - LESSONS LEARNT
1	0809/ES001032 – 33 [08 016 996/JF]	24 December 2008 05 November 2009	12 January 2009 16 November 2009	18 December 2009	How Planning Application was handled	Planning and Building Control: No evidence of maladministration	<i>Planning Services</i>
2	09/10/110 [08 019 146]	17 April 2009 17 September 2009 15 December 2009 26 January 2010	12 May 2009 23 September 2009 24 December 2009 01 February 2010	24 February 2010	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.	Planning & Building Control: No evidence of maladministration	<i>Planning Services</i>
3	08 02658 – 128	8 September 2009 7 October 2009	24 September 2009 14 October 2009	On-going	That planning action represented a breach of building control		<i>Planning Services</i>
4	09 008 237/jar - 153	12 October 2009 17 December 2009	27 October 2009 N/A	18 February 2010	That SDC failed to take action to ensure that the Rother Market operates within the terms governing it and	Transport and Highways: No evidence of maladministration	<i>Community Services</i>

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		4 February 2010	10 February 2010		does not unlawfully restrict or prevent public parking in the area		
5	08 018 033 - 173	23 December 2009	n/a	23 December 2009	Opposition to Planning Application 09/01722/FUL	Premature Complaint	<i>Planning Services</i>
6	09 013 765 126	23 December 2009	n/a	23 December 2009 01 March 2010	Abuse and Maladministration by Planning Services. Complainant is upset with advice given by planning officers during informal, 'pre-application' discussions about proposals to extend his home. Complainant described as "offensive" a suggestion by a planning officer that he should liaise with adjoining occupiers in the 'spirit of good neighbourliness'. Planning application not yet submitted at this point.	Premature Complaint Planning and Building Control: Outside jurisdiction	<i>Planning Services</i>

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7	09 013 928 169	05 January 2010	n/a	05 January 2010 17 February 2010	Maladministration by SDC re non-delivery of wheelie bins	Other: Local Settlement: £100 to recognise the loss of service, expenses incurred and time & trouble in pursuing complaint. £30 already paid, balance to be settled £70	<i>Environment</i>
8	09 006 497 145	11 January 2010	n/a	11 January 2010	That SDC stored materials in front of his shop without consultation	Other: Outside Jurisdiction	<i>Resources</i>
9	09 017 476 - 197	09 March 2010	n/a	09 March 2010	Lack of response from SDC re offer to pay outstanding balance of C.Tax	Premature Complaint	<i>Revenues & Housing</i>
10	09 016 689 - 188	10 March 2010 19 April 2010	01 April 2010 22 April 2010	On-going	SDC failed properly to deal with noise nuisance complaints; failed to carry out visits promised; and unreasonably referred his Stage 2 complaint to the officer complained about		<i>Environment</i>

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11	09 018 002 - 200	19 March 2010	n/a	19 March 2010	Priors Marston – That SDC failed to take timely action to deal with the wrong stone; and failed to carry out its responsibilities in meeting its planning obligations.	Premature Complaint	<i>Planning Services</i>
12	09 017 220 207	27 April 2010	n/a	27 April 2010	Council has failed to resolve outstanding CT payments and continues to call in bailiff	Premature Complaint	<i>Revenues & Housing</i>