

**OMBUDSMAN COMPLAINTS – ONGOING [May 2010 to August 2010]**

	<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 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>
2	09 016 689 - 188	<b>10 March 2010</b>  <b>19 April 2010</b>	<b>01 April 2010</b>  <b>22 April 2010</b>	  <b>26 May 2010</b>	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 he had complained about.	<b>Other: Local Settlement</b>  <b>Part 1 – No maladministration</b> <b>Part 2 – £20 compensation for SDC failure to visit when date/time had been agreed.</b> <b>Part 3 – No maladministration</b>	<i>Environment</i>
3	10 003 115 – 217	<b>27 May 2010</b>  <b>30 June 2010</b>  <b>06 July 2010</b>  <b>03 August 2010</b>	n/a  <b>30 June 2010</b>  <b>14 July 2010</b>  <b>09 August 2010</b>	<b>27 May 2010</b>    <b>On-going</b>	How SDC has handled Planning Application 10/00553/FUL		

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4	09 007 457 - 218	<b>4 June 2010</b>	n/a	<b>04 June 2010</b>	That SDC refused an application for a Certificate of Lawful Use	<b>Planning &amp; Building Control: Outside jurisdiction</b>	<i>Planning Services</i>
5	09 018 002 - 200	<b>12 July 2010</b>	<b>20 July 2010</b>	<b>On-going</b>	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.		<i>Planning Services</i>
6	10 002 108 – 215	<b>12 July 2010</b>	<b>21 July 2010</b>	<b>On-going</b>	How SDC dealt with planning application for neighbour		<i>Planning Services</i>
7	0809/ES001014 [08 000 787] [09 10 28] [10 001 485]	<b>5 July 2010</b>	<b>22 July 2010</b>	<b>On-going</b>	That SDC has failed to properly consider whether there have breaches of planning control in relation to the drainage system for the housing development on Poplar Rd.		<i>Planning Services</i>