

**OMBUDSMAN COMPLAINTS – ONGOING [August 2010 to January 2011]**

	<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  14 October 2009	<b>On-going</b>	That planning action represented a breach of building control		<i>Planning Services</i>
2	09 017 886	14 May 2010	14 May 2010	<b>17 July 2010</b>	That SDC failed to refer a county planning matter to committee	<b>Planning &amp; Building Control – No or insufficient evidence of maladministration</b>	<i>Planning Services</i>
3	10 003 115 – 217	27 May 2010  30 June 2010  06 July 2010  <b>03 August 2010</b>  <b>26 November 2010</b>  05 January 2011  20 January 2011	n/a  30 June 2010  14 July 2010  <b>09 August 2010</b>    07 January 2011  26 January 2011	27 May 2010          <b>On-going</b>	How SDC has handled Planning Application 10/00553/FUL		<i>Planning Services</i>

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4	0809/ES001014 [08 000 787] [09 10 28] [10 001 485]	5 July 2010	22 July 2010	11 November 2010	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.	<b>Planning &amp; Building Control – No or insufficient evidence of maladministration</b>	<i>Planning Services</i>
5	09 018 002 - 200	12 July 2010	20 July 2010	07 September 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.	<b>Planning &amp; Building Control: No or insufficient evidence of maladministration.</b>	<i>Planning Services</i>
6	10 002 108 – 215	12 July 2010  07 September 2010	21 July 2010  29 September 2010	01 October 2010	How SDC dealt with planning application for neighbour	<b>Planning &amp; Building Control: Local Settlement by production of a retrospective application</b>	<i>Planning Services</i>

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7	09 017 549 – 162	01 September 2010	n/a	14 October 2010	How SDC dealt with application for benefit	<b>Benefits: Local Settlement – Original offer of £100 compensation, refused by complainant, has been found to be acceptable by the LGO.</b>	<i>Revenues &amp; Housing</i>
8	10 011 133 – 259	30 September 2010	n/a	30 September 2010	Time taken to respond to correspondence / failure to reply to requests	<b>Premature Complaint</b>	<i>Planning Services</i>
9	10 010 233 – 234	30 September 2010  18 October 2010  13 December 2010	04 October 2010  21 October 2010  08 November 2010  10 January 2011	On-going	That SDC failed to consult regarding planning application		<i>Planning Services</i>

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10	10 012 154 – 226	<b>13 October 2010</b> <b>27 October 2010</b>	<b>13 October 2010</b> <b>02 November 2010</b>	<b>01 December 2010</b>	Request for compensation had been ignored	<b>Other: Ombudsman's discretion</b>	<i>Community Services</i>
11	10 014 693	<b>16 December 2010</b>	<b>20 December 2010</b>	<b>24 January 2011</b>	That SDC committed fraud by cashing his cheque; that his ill-health had not been taken into consideration; conduct of the CEO issuing the ticket.	<b>Transport &amp; Highways: No or insufficient evidence of maladministration</b>	<i>Community Services</i>
12	10 017 930 - 269	<b>21 January 2011</b>	<b>N/A</b>	<b>21 January 2011</b>	That SDC repaid a council tax credit on a jointly owned property to her soon to be ex-husband	<b>Premature Complaint</b>	<i>Revenues &amp; Housing</i>