

OMBUDSMAN COMPLAINTS – ONGOING [February 2011 to May 2011]

REFERENCE NUMBERS	DATE COMPLAINT RECEIVED	DATE OF RESPONSE TO OMBUDSMAN	DATE OMBUDSMAN VERDICT RECEIVED	COMPLAINT	VERDICT	SERVICE AREA – LESSONS LEARNT
08 02658 – 128	8 September 2009 7 October 2009	24 September 2009 14 October 2009		That planning action represented a breach of building control	Ongoing	<i>Planning Services</i>
10 003 115 – 217	27 May 10 30 June 10 06 July 10 03 Aug 10 26 Nov 10 05 Jan 11 20 Jan 11 30 Jan 11 15 Feb 11 23 Mar 11	n/a 30 June 10 14 July 10 09 Aug 10 07 January 11 26 January 11 06 April 2011	27 May 2010 05 May 2011	How SDC has handled Planning Application 10/00553/FUL	Planning & Building Control: Ombudsman's Discretion	<i>Planning Services</i>
10 010 233 – 234	30 Sep 10 18 Oct 10 13 Dec 10	04 Oct 10 21 Oct 10 08 Nov 10 10 Jan 11		That SDC failed to consult regarding planning application	Ongoing	<i>Planning Services</i>
10 019 446 - 271	9 February 2011	Telephone call with Enforcement	26 April 2011	Potential maladministration due to the failure of SDC to meet their statutory	Planning & Building Control: Outside Jurisdiction	<i>Environment & Planning</i>

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				requirements in considering the application.		
235	17 March 2011	30 March 2011 – N/R 07 April 2011	07 April 2011	Council Tax bill	Outside Jurisdiction: Local Taxation & Other Public Finance	<i>Business, Housing & Revenues</i>
10 022 915 – 295	25 March 2011	N/A		Potential maladministration A) SDC did not contest appeal B) Did not involve planning committee in any discussions to change the unambiguous decision of that committee C) Negotiated in secret a section 106 agreement prior to the inspectors decision	Premature complaint	<i>Environment & Planning</i>
10 019 508 – 296	25 March 2011	N/A	25 March 2011	Given incorrect information	Other: Outside Jurisdiction	<i>Corporate Support</i>
10 021 519 – 292	05 April 2011	5 April 2011		Attitude of staff	Ongoing	<i>Business, Housing & Revenues</i>

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10 019 470 - 161	05 May 2011	N/A	05 May 2011	That SDC failed to verify the accuracy of plans submitted for a planning application for a wall to be built along the highway. Comments had been taken on board by SDC planners and plans had already been amended.	Planning & Building Control: Local Settlement	<i>Environment & Planning</i>
10 021 123 - 303	03 May 2011	N/A	03 May 2011	Numerous complaints – issues surrounding the school opposite his property	Other: Ombudsman's discretion	<i>Environment & Planning</i>