

OMBUDSMAN COMPLAINTS – ONGOING [June 2011 to July 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	On-going	That planning action represented a breach of building control		<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	1 March 2011 (received 6 July 2011)	That SDC failed to consult regarding planning application	Planning & Development Control: No or insufficient evidence of maladministration	<i>Planning Services</i>
10 021 519 – 292	05 April 2011 07 June 2011 02 August 2011	05 April 2011 29 July 2011 02 August 2011	On-going	How the housing application was handled ie that officers did not take proper account of information supplied by medical professionals which supported re-banding		<i>Business, Housing & Revenues</i>