

OMBUDSMAN COMPLAINTS – ONGOING [August 2011 to October 2011]

	REFERENCE NUMBERS	DATE COMPLAINT RECEIVED	DATE OF RESPONSE TO OMBUDSMAN	DATE OMBUDSMAN VERDICT RECEIVED	COMPLAINT	VERDICT	SERVICE AREA - LESSONS LEARNT
1	08 005 727 09 003 041 - 128	8 September 2009 7 October 2009	24 September 2009 14 October 2009	04 November 2009 16 October 2009 [only just advised by LGO]	That planning action represented a breach of building control	Planning & Building Control: No evidence of maladministration	<i>Planning Services</i>
2	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>
3	10 021 603 - 293	14 July 2011	15 July 2011	12 August 2011	That SDC approved neighbour's planning condition and did not take enforcement action in relation to a caravan	Planning & Building Control: To discontinue investigation (formerly classified as "Ombudsman's Discretion")	<i>Environment & Planning</i>

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4	11 008 579 - 322	15 August 2011	19 August 2011	18 October 2011	That SDC failed to consider his residence when granting planning permission for development on land adjacent and that the Council does not have an appropriate complaints procedure in place for dealing independently with complaints such as his.	Planning & Development: No evidence of maladministration - to discontinue investigation	<i>Environment & Planning</i>
5	10 0229 15 - 295	18 October 2011	n/a	18 October 2011	That the public were not allowed access to SDC's planning appeal and were not, therefore, allowed to have their say on the outcome	Planning & Development: Insufficient evidence of maladministration - to discontinue investigation	<i>Environment & Planning</i>
6	11 008 169 - 313	20 October 2011	n/a	20 October 2011	That SDC failed to devote sufficient care, misquoted and misused relevant planning guidance and ignored the impact on other properties	Planning & Development: To discontinue investigation	<i>Environment & Planning</i>