

OMBUDSMAN COMPLAINTS – August 2008 to October 2008]

REFERENCE NUMBERS	DATE COMPLAINT RECEIVED	DATE OF RESPONSE TO OMBUDSMAN	DATE OMBUDSMAN VERDICT RECEIVED	COMPLAINT	VERDICT	SERVICE AREA - LESSONS LEARNT
0607/ES851 [06/C/07219/LGT] [06/C/07220/LGT]	27 June 2007	12 December 2006 11 July 2007	28 August 2008	That the Council has not given proper consideration to the impact on residents of relocating Stratford Town FC	Planning & Building Control: No or insufficient evidence of maladministration	<i>Resources</i>
0809/ES000991 [08 000 111/PPO]	8 April 2008	29 April 2008	24 September 2008	That SDC failed to notify on Planning Application; developers failed to comply with planning conditions; SDC did not respond to correspondence	Planning – Local Settlement	<i>Planning Services</i>
0809/ES001000 [08 002 299/JAR]	12 May 2008	29 May 2008	Ongoing	That SDC failed to enforce on designated no smoking area		<i>Environment</i>
0708/ES000983 [08 005 085] 07/C/15589/NH	17 June 2008	01 July 2008	Ongoing	SDC's failure to carry out a proper exercise of planning control.		<i>Planning Services</i>
0607/ES000864 [07/C/07837/AC] [06/C/04828]	5 August 2008	14 August 2008	Ongoing	That (1) SDC did not act upon receipt of food poisoning alert until 1 month later (2) that SDC declined to investigate reported problem		<i>Environment</i>

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0809/ES001016 [08 006 196]	6 August 2008	12 August 2008 17 September – Interview with CG	26 September 2008	Complaint re Development Control	Planning and Building Control: Ombudsman's discretion	<i>Planning Services</i>
0809/ES001039 [08 012 079]	17 September 2008	23 September 2008	15 October 2008	That SDC failed to deal with xx's Council Tax account properly from 2007/8 and issued a court summons unnecessarily	Local Taxation: Local Settlement - £100	<i>Revenues & Housing</i>
0809/ES [08 012 483]	18 September 2008	18 September 2008	18 September 2008	The SDC failed to enforce	Enforcement: Premature Complaint	<i>Planning Services</i>