

**OMBUDSMAN COMPLAINTS – ONGOING January - May 2009**

	<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	0809/ES001000 [08 002 299/JAR]	12 May 2008  10 June 2008  25 November 2008	29 May 2008  20 June 2008  08 December 2008	<b>24 March 2009</b>	That SDC failed to enforce on designated no smoking area	<b>Other: No or insufficient evidence of maladministration</b>	<i>Environment</i>
2	0708/ES000983 [08 005 085] 07/C/15589/NH	17 June 2008	01 July 2008	<b>On-going</b>	SDC's failure to carry out a proper exercise of planning control.		<i>Planning Services</i>
3	0708/ES000970 [07/C/14287/NH] [08 014 061]	20 October 2008  07 November 2008  05 December 2008	Not applicable  07 November 2008  29 December 2008	20 October 2008  <b>29 January 2009</b>	That ineffective action by SDC to prevent neighbour from having bonfires and to stop dog barking	Anti social behaviour: Premature Complaint  <b>Other: No maladministration</b>	<i>Environment</i>
4	0809/ES001032 [08 016 996/ND]	24 December 2008	<b>12 January 2009</b>	<b>On-going</b>	How Planning Application was handled		<i>Planning Services</i>

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5	0809/ES001068 [08 013 070]	03 October 2008 (received 30 December 2008)  <b>16 January 2009</b>	[Deadline for response passed as complaint 'lost in system'] <b>8 January 2009</b>  <b>22 January 2009</b>	    <b>29 January 2009</b>	That SDC failed to maintain paths/kerbs on Warren Street, Earlswood, and failed to respond in spite of promising to do so	    <b>Other: No maladministration</b>	<i>Environment</i>
6	0809/ES001014 [08 000 787]	10 June 2008   <b>26 January 2009</b>  <b>27 April 2009</b>	Not applicable   <b>09 February 2009</b>  <b>Response required by 11 May as to whether applicant accepts suggestion to rectify the problem</b>	10 June 2008   <b>On-going</b>  <b>LGO suggests agreement between SDC and WCC Highways re drainage problem. Complainant informed of proposal. SDC and WCC working together.</b>	That SDC failed to control new development in respect of site boundary and drainage  That SDC failed to ensure that adequate drainage was installed and failed to enforce planning conditions in relation to this. That SDC failed to respond to his complaint within a reasonable time and has shown poor communication in keeping him properly informed.		<i>Planning Services</i>

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7	0809/ES001040 [08 012 483]	18 September 2008  29 January 2009  <b>12 March 2009</b>	18 September 2008  30 January 2009  <b>09 April 2009</b>	18 September 2008    <b>On-going</b>	That SDC failed to implement local settlement; incorrectly served enforcement notice; SDC's lack of action.		<i>Planning Services</i>
8	0809/ES001001 [08 009 920]	02 September 2009	08 September 2008	<b>24 February 2009</b>		<b>Benefits – No or insufficient indication of maladministration</b>	<i>Revenues &amp; Housing</i>
9	0809/ES001054 [08 013 171]	<b>20 March 2009</b>	<b>25 March 2009</b>	<b>17 April 2009</b>	How SDC handled planning applications from the Greenway Centre	<b>Planning &amp; Building Control: Ombudsman's discretion</b>	<i>Planning Services</i>
10	09/10/110 [08 019 146]	<b>17 April 2009</b>	<b>1<sup>st</sup> May 2009</b>	<b>On-going</b>	Because of granting planning permission he has incurred legal expenses. SDC failed to require the applicant to carry out a contaminated land survey.		<i>Planning Services</i>

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11	0809/ES001027 [08 017 060/MC]	22 December 2008  <b>27 April 2009</b>	Not applicable  <b>18 May 2009</b>	22 December 2008  <b>On-going</b>	That SDC failed to take full and proper action in respect of environmental disregard (trees)	Trees: Premature Complaint	<i>Planning Services</i>