

Appendix One:

Table One - Complaints dealt with by the Local Government and Social Care Ombudsman during period 1st January to 30th June 2019

No	LGSCO Case no (ID)	Date	Nature of Complaint	Brief Description	Type of Decision	Outcome
1	17018271	14.02.19	Parking	Mrs B complains the council wrongly directed bailiffs to recover an unpaid fine from her company. The council initiated enforcement action for an unpaid PCN against a car linked to the complainant's company. The company responded to the PCN as incorrect and the council failed to put the PCN recovery on hold to explore the information initially received from the DVLA which was to establish ownership of the vehicle. The LGSCO has agreed with the remedy provided by the council during the complaint process.	Statement	Upheld Financial Award £150 in recognition of distress, time and trouble.
2	18003304	15.03.19	Housing benefit	Mr D complains the council's delay and inconsistent treatment of his expenses in its housing benefits calculation caused him hardship. The LGSCO considered there was fault by the council because it delayed submitting an appeal to the Tribunal. However, as the Tribunal	Statement	Upheld Financial Award Nil

				dismissed Mr D's appeal, the LGSCO did not recommend a financial remedy as there was no significant injustice.		
3	18007410	04.01.19	Noise	Mr C complained that the council failed to deal with reports of noise nuisance from underground trains. Mr C says he suffers from excessive noise which has affected his mental health. The LGSCO found no evidence of fault by the council.	Statement	Not upheld
4	18009867	12.03.19	Child protection	The council investigated Mr F's complaint arising from a family crisis at all three stages of the statutory children's services complaints procedure. The LGSCO found nothing to add to the council's investigation, and decided that further investigation would not change the outcome.	Statement	Not Upheld
5	18010401	15.02.19	Planning application	Mr C complained about the council's handling of his neighbour's planning application. The LGSCO found no fault by the council.	Statement	Not upheld

Table 2: Table two – Complaints closed by the Local Government and Social Care Ombudsman during period 1st January to 30th June 2019

No	LGSCO Case no (ID)	Date	Nature of Complaint	Type of Decision	Outcome
6	18013122	15.01.19	Information request	Statement	Closed after initial enquiries
7	18013839	17.01.19	Councillor conduct and standards	Statement	Closed after initial enquiries
8	18013804	04.02.19	Direct payments	Statement	Closed after initial enquiries
9	18014650	04.02.19	Traffic management	Statement	Closed after initial enquiries
10	18014398	05.02.19	Planning application	Statement	Closed after initial enquiries
11	18014246	12.02.19	Accident claim	Statement	Closed after initial enquiries
12	18016740	11.03.19	Parking penalty	Statement	Closed after initial enquiries
13	18016990	15.03.19	Parking penalty	Statement	Closed after initial enquiries
14	18016993	15.03.19	Parking penalty	Statement	Closed after initial enquiries
15	18015433	22.03.19	Safeguarding	Statement	Closed after initial enquiries

Table Three – Complaints dealt with by the Housing Ombudsman during 1st January to 30th June 2019

No	Housing Ombudsman Case no (ID)	Date	Nature of Complaint	Brief Description	Type of Decision	Outcome
1	201705261	11.06.19	Housing- noise nuisance	Mr G complained about the noise nuisance from a water tank in a neighbouring property and the council's/tenancy management organisation's (TMO) handling of the noise reports. The HO determined that there was no maladministration in relation to complaint handling, but maladministration in regards to record keeping. The TMO must review record keeping arrangements and provide staff training about investigating complaints in accordance with the landlord's complaint policy.	Statement	Maladministration