

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
07.12.23	23012039	Adults	Ms B says she wants to live with her parents, but the Council will not let her and will not give her a reason	Ombudsman cannot investigate matters decided by Court
17.01.24	23013523	Corporate	Mr X complained the Council failed to maintain a permissive path properly. He said he had mobility difficulties, and the condition of the path made it inaccessible to him during winter months	Ombudsman will not investigate as there is not enough evidence of fault to justify our involvement.
19.12.23	23012764	Corporate	Mr X complains the Council unreasonably rejected his requests for the trees to be pruned or removed; has failed to take into account the impact the trees have on him and his family; is inflexible in the application of its tree policy. Mr X says the trees block the sky, his view and the light, and deposit huge amounts of leaves on his garden.	There is not enough evidence of fault in the Council's decision-making process regarding works to the trees, or in the adoption of its tree management policy, to warrant an investigation
05.12.23	23012186	Corporate	Mr X, complains about advice provided by the Council's Trading Standards team to a trader with whom he is in dispute. He says this has prevented him from rejecting a failed purchase as he believes is his right under consumer protection legislation	The Ombudsman cannot investigate Mr X's complaint about the Council's advice to a trader with whom he was in dispute because the Council provided its advice as part of a private commercial contract with the trader, rather than under as part of a government administrative function. In any event, the injustice Mr X claims stems from the actions of the trader rather than the advice provided by the Council
08.01.24	23013042	Corporate	Ms X complains about the Council's decision her son is not eligible for free school transport	The Ombudsman not investigate Ms X's complaint about the Council's decision her child is not eligible for free school transport. This is because there is no sign of fault by the Council.

19.01.24	23015971	Adults	Ms X complained on behalf of the care provider she works for (the Care Provider), about the Council's discharge planning after a care recipient's admission to hospital. She says the Council refused to fund additional hours to facilitate the necessary care package the person had agreed with the Care Provider. She says the Care Provider lost out financially due to the Council's poor planning	The Ombudsman will not investigate this complaint as the Council has now agreed to take suitable action to remedy the financial impact on the Care Provider
20.12.23	23012743	Corporate	Mr X lives in a property with Council-owned trees to the front. He complains the Council has failed to do works to a tree near his property and allowed tree roots to damage the pavement outside his property	The Ombudsman will not investigate Mr X's complaint about the Council deciding not to do work to a tree outside his property and not properly investigating his complaint. There is not enough evidence of fault in the Council's decision-making process regarding the tree works to warrant an investigation. Tree damage to the pavement does not cause Mr X significant personal injustice which justifying investigation

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
04.12.23	23004455	Corporate	Mrs X complains about how the Council has handled her	Fault found in how the Council communicated	Apologise to Mrs X for lack of maintenance and for lack of clarity about	£200	Apology and payment made and previous land

			request to purchase a parcel of land near her home that she has been using as a garden for 25 years and the Council's failure to maintain a larger parcel of land next to a new road.	with Mrs X and delays in responses as well as raising expectation for Mrs X about purchasing the land, also how it maintained the land	purchasing the land and remedy payment for distress		owner has been written to and they don't want to purchase