

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
11.7.23	23003703	Corporate	Complaint about the Council terminating its contract with a care home provider	The Ombudsman cannot investigate matters which are better pursued in the Courts. The Ombudsman does not investigate councils' complaint handling where they are not investigating the core issue giving rise to the complaint.
18.7.23	23003231	Corporate	Mr X complained the Council attempted to remove his children from the family home after he decided they would be home schooled. Mr X said he and his family have been caused distress and upset by the Council's actions.	Ombudsman decided not to investigate as they're unlikely to find fault with the Council's decision and actions
20.6.23	22017211	Adults	Mr X complains the Council is failing to meet his needs since changing his social worker, leaving him without the support he needs. He wants the Council to give him the same social worker as before	The Ombudsman cannot deliver the outcome he is looking for and therefore discontinued its investigation.
31.7.23	23002290	Corporate	Complaint by Mrs X on Mr X's behalf that care home A would not allow her to do Mr X's washing; lost some of his clothing; lost a tooth from one of his dentures.	We could not add to the care home's investigation to find the lost items, investigation would not result in a different outcome, and the matter does not cause such significant injustice to her or Mr X to justify us investigating

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
21.7.23	22016518	Corporate	Mrs F complained the Council failed to find a suitable special school and put in place suitable alternative provision for her daughter when her school could no longer meet her needs	The Council not at fault for how it amended the EHCP but is at fault for causing delays in finding Child X a suitable school placement, it had not always responded to Mrs F's communication or kept her informed about progress; and its delays and failures meant Child X only received a part-time education	The Council is to apologise to Ms F The Council agreed to pay for distress and lost education and recruit additional staff to its SEND Team to effectively manage caseloads; review and refine its current Education, Health and Care plan system and processes, improve the way it tracks and monitors children and young people who are not in school full-time or receive alternative provision; and ensure all its staff has up to date training and accountability	£7700	Actions underway and will be complete on time