

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
28.10.24	24 008 308	Corporate	Mrs X complains about the Council's handling of her daughter Y's special educational needs since 2019 and failed to provide suitable education for from February 2020 to January 2023 and the Council delayed in issuing Y an Education Health and Care (EHC) Plan between September 2021 and May 2022	The Ombudsman did not investigate because because the complaints are late. They also decided not to investigate Mrs X's concerns about the Council's more recent actions because the Council has offered a suitable remedy for Mrs X's injustice.
12.11.24	24 008 921	Corporate	Ms X complains the Council will not take enforcement action over vehicles that park on the pavement outside her home. Ms X says pavement parking is not permitted and the parking amounts to harassment and intimidation. Ms X also complains the Council refused her request to install bollards	The Ombudsman did not investigate because there is insufficient evidence of fault
13.11.24	24 009 668	Corporate	Mr X said there was multiple examples of misconduct by a social worker. He said she lied, and her actions led to him being homeless and unable to see his children due to a court order. He said a new team had since taken over and reached different decisions that suggested the previous social worker's actions were unjustified	The Ombudsman did not investigate this because the details are closely linked to matters concerning the contact and/or residence arrangements for Mr X's children, which were the subject of court action. The Ombudsman are legally prevented from investigating these matters.

FULL INVESTIGATIONS WHERE NO FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	REASON
13.11.24	24 004 388	Corporate	Ms X complained the Council failed to properly assess her son (Y's) application for school transport assistance and unreasonably rejected the appeal of this	No fault found	The Council considered Y's application and appeal in line with the relevant law and policies without fault

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
22.11.24	24 001 433	Corporate	The complainant (Mrs X) said the Council had failed to arrange alternative provision for her son (Y) when he could not attend his school	Fault found with the Council which meant Y lost some education. The Council's fault also caused injustice to Mrs X.	The Council agreed to apologise, make payments to recognise Y's and Mrs X's injustice and carry out some service improvements eg remind the front-line special educational needs (SEN) staff and their managers of the Council's duties for children who are not attending their school	£1789	Apology sent and awaiting details to make the payment. Other actions are being managed and will be done within 3 months