

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
09.06.2022	21016031	Corporate	Complaint that the Council will not remove the branches of a tree overhanging her driveway. She said bird droppings from the tree damages her car and affects her children, who have additional needs.	Investigation discontinued as the alleged injustice was not considered to be significant enough to warrant LGO involvement
11.05.2022	22001107	Corporate	The complainants, Mr and Mrs X, complain the Council has failed to take action against a retailer for operating a guarantee scheme which may be unlawful	LGSCO cannot investigate because they could not achieve any worthwhile outcome for them
26.05.2022	22001207	Adults	Complaint about charges for Mrs B's care being unfair in 2017	Cannot investigate issues which weren't raised within 12 months and there is no good reason to investigate in due course.
20.05.2022	22001244	Adults	Complaint about standard of Father's care in 2011	Cannot investigate issues which should have been raised within 12 months and act outside jurisdiction and no good grounds to investigate now
17.05.2022	22001330	Corporate	Complaint about damage to property by council owned hedge	Cannot achieve the outcome the complainant seeks through the process, better suited to the courts.
27.05.2022	22002191	Corporate	Complaint that the Council are storing and sharing false information and the Council deemed Ms T a risk to children	Cannot investigate whether information is accurate or not, Ms T advised to contact ICO
27.05.2022	22002414	Corporate	Complaint about Council failing to maintain road causing damage to Mrs A's vehicle	LGSCO cannot investigate something that is better managed through the Courts.

### 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
24.05.2022	21016609	Childrens	Complaint about care provided for Mrs Y's son. Mrs Y is entitled to overnight respite provision. Mrs Y complained to the Council about several issues, including: Failure to provide agreed short breaks, provision for B being terminated without adequate notice and poor communication	The Council was wrong to decline a stage 2 investigation despite upholding the complaint as 65 days of respite hadn't been provided for, a remedy was offered too. The Council should have still progressed to a stage 2.	The Council agreed to the Ombudsman's recommendation to carry out a stage 2 investigation, apologise to the complainant and remind staff who deal with complaints to follow the statutory process.	Not applicable	Apology letter sent and stage 2 investigation is underway and a reminder to staff has been circulated.
15.6.2022	21016176	Adults	Mr B complained about the Council's decision to assess that his mother, Mrs C, gave money and transferred a property to avoid paying care charges.	Fault found in the Council's decision where it concerns one transfer of money made by Mrs C several years ago. No fault in its consideration around later transfers made by Mrs C, including that of her home. The fault has created uncertainty about the outcome of the Council's assessment.	Council to send letter of apology and re-consider the notional capital and re-consider the decision for Mrs C	Not applicable	Letter of apology being drafted by department and re-consideration of the notional capital in due process.
20.06.2022	21010513	Childrens	Miss X complained the Council did not provide a suitable alternative education for her daughter, Y, when she was out of school.	Fault found for not checking the support in Y's Education Health and Support plan was in place, enabling her to return to school, and delays	Apologise to Miss X for the failings in provision and delays pay Miss X £300 for the frustration caused; pay Miss X, for the benefit of Y, £3,600 to	£300 for frustration £3600 for lack of provision when Y was out of school	Letters being drafted by the time of this report, the review of the EHCP process will be complete by deadline of 3 months

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				in identifying a new school when it became clear this was needed.	recognise the additional time Y was out of school and without a suitable education as a result of the Council's failings. Council to review its EHC plan and assessment process		