

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
23.8.23	22005755	Corporate	Complaint by Mr X who says he has recently become aware of a letter stating that the Council referred his child to another service in 2020. He also says the letter from the Council (sent to his ex-partner) was used by his ex-partner in court in a money claim awarded against him	Ombudsman cannot investigate this complaint about a letter written by the Council to the complainant's ex-partner concerning a child because it is linked to private law proceedings, and a legal bar prevents from investigating its content
31.08.23	23005102	Corporate	Mr X complains that the Council refuses to accept he is blind and therefore will not issue him with a blue badge or his wife with a companion bus pass	Ombudsman decided not to investigate as Mr hadn't sent in the required evidence in time but the blue badge and companion bus pass had been sent out before Ombudsman approached us
11.08.23	23005259	Corporate	Mr X complains the Council is threatening to act under the Highways Act 1980 to force them to remove two stones in the verge outside their home. He says the stones have been in place for 18 years and are there to prevent damage to the verge.	The Ombudsman will not investigate this complaint as there is not enough evidence of fault in the Council's actions. Nor would further investigation lead to a different outcome.
01.09.23	23007404	Corporate	Complaint about potholes damaging their car	Ombudsman cannot investigate as the Courts is the right of appeal

FULL INVESTIGATIONS WHERE NO FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	
21.8.23	23000083	Corporate	Ms M complains about her dealings with the Council in connection with her daughter G's education. The Ombudsman cannot add any further to what we investigated	No fault in how we handled complaint or how we acknowledged and tried to remedy	

				previous delays.	
01.09.23	22013539	Corporate	Mrs X complained the Council failed to secure the provision set out in her son, Mr Y's, Education, Health and Care (EHC) Plan. Mrs X also complained the Council kept School A named on the plan and involved in securing provision after Mr Y stopped attending.	No fault found in how the Council managed the EHCP and communicated with Mrs X, unfortunately she just didn't agree with our actions	

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
29.08.23	22017740	Corporate	Mr X complains There was delay in finalising an EHC plan in 2021 and 2022 and a failure to respond to a request for statutory reassessment. This caused distress, frustration, time and trouble and	Fault found	Apologise for delays, financial remedy for frustration and time and payment for 8 missed months of provision	£5300	Actions will be completed by the end of September

			delayed a right of appeal by eight months				
09.08.23	22006645	Corporate	The Council failed to meet its legal duty to secure the provision in Ms Z's Education, Health and Care plan (EHC plan). This caused her to miss out on provision she was entitled to receive between January and May 2022. Ms Z also missed education earlier between May and December 2021. H	Fault found	Apologise to Ms X and Ms Z for the injustice caused by the faults in this decision; pay Ms Z £2,500 to reflect the period between January and May 2022 of termtime education and SEN support that she missed; c) pay Ms X £300 in recognition of the frustration and distress caused to her by the missed provision and d) demonstrate that it has begun to plan catch up education for Ms Z, provided that catch up sessions are currently appropriate and accessible to her	£2800	Actions all completed
07.09.23	21 018 026	Childrens	Miss X complained the Council failed to properly support her as a care leaver. She complained staff were rude and the Council did not provide a proper	Fault found in Council not applying correct complaint process but no fault in how we provided support	No recommendations as no injustice caused. The Council did question the Ombudsman decision with evidence of how we have tried to help resolve Miss X's concerns and previous	£0	No actions required

			care leaver's grant or support her with housing	when she was younger	Ombudsman decisions around this case		