

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
17.5.23	22017690	Corporate	Complaint about delay in clearing footpath	Ombudsman decided not to investigate as unlikely to find fault
13.6.23	23002199	Corporate	Complaint about pothole causing damage to car	Ombudsman believe it is reasonable for the complainant to go to court to determine any liability

### 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
24.5.23	22013288	Place	Ms X complained the Council failed to install a dropped kerb in her local area. There is a dropped kerb on one side of the road, but not on the opposite side of the road. As a	The Council applied its criteria but fault found as it failed to consider Ms X's additional requirements as someone who uses a wheelchair	The Council offered to meet Ms X to understand the issues she faces. The Council agreed to use the information gathered on this visit to review its decision and pay a time and trouble payment	£200	Actions underway and will be complete on time

			wheelchair user, Ms X cannot cross the road and use the pavement.				
13.6.23	22001694	Childrens	Ms X complains about what she believes was the Council's failure to protect her and her adopted son from the risk posed by his birth father.	The Council was at fault for the way it disclosed information to Ms X about the risk from her adopted son's birth father. However, the Council was not at fault in the other ways it considered managing the risk. Its view that this was primarily the Police's responsibility does not appear unreasonable	It should apologise and make a symbolic payment to recognise her injustice.	£400	Actions are being carried out and also a visit to review the situation and take Ms X's circumstances into account.