

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
6.1.22	21 012 318	Children's	Complaint about removing Miss from register of foster carers	No evidence of fault in the way council reached its decision as it followed procedure and justified its decision
10.1.22	21 012 695	Children's	Complaint about how the council dealt with the family after receiving a safeguarding referral	The events happened too long ago and no reason this should not have been brought to the Ombudsman's attention sooner
24.1.22	21 014 419	Children's	Complaint that the council removed the children from complainant's care	Court action about where a child should live cannot be challenged or considered through complaints process
26.1.22	21 015 045	Corporate	Complaint about how council dealt with his insurance claim for damage to his vehicle due to road maintenance	It's reasonable for complainant to deal with the matter through the court as insurers rejected the claims that council was at fault.
01.2.22	21 013 711	Children's	Complaint regarding the council failing their children leading them to move to another council's area	The Ombudsman will not investigate anything that takes more than 12 months to complain to them after going through the council's complaint process
01.2.22	21 013 765	Corporate	Complaint about removal of grass verge causing injustice	The Ombudsman believes there is insufficient evidence of injustice.

FULL INVESTIGATIONS WHERE NO FAULT FOUND

There were no investigations in this instance

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
23.12.21	20 012 341	Adult social care	Complaint about the care to her Grandmother and not investigating safeguarding concerns and not arranging meetings to discuss and not calculating financial side to her care properly	Council didn't initially respond to all parts of the complainant's complaint which is fault by the council but acknowledged it was dealt with subsequently.	Council had already apologised and dealt with rest of complaint at stage 2 and as there was no ongoing injustice to Miss A or Miss B no other action required as all other parts of complaint weren't upheld		No further action required as apology sufficient