

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
21.9.23	23002721	Corporate	Complaint by Mr X that the Council aren't supporting him as he chose to educate child at home and council not happy he hasn't provided evidence which it has a duty to fulfil	Ombudsman cannot investigate as Council are pursuing through the Courts
20.9.23	23007585	Corporate	Mr X, complains the Council refused to reinstate a dropped kerb he assumes it must have removed at some point between 1996 and 2008	Ombudsman cannot investigate a complaint which is out of timescales
25.9.23	23006147	Corporate	Mr X complains about how his application for an insulation grant under the warm homes scheme has been dealt with. He says the grant was approved but the Council's contractor took months to complete the work	Ombudsman will not investigate this complaint about how the Council handled the complainant's application under the warm homes scheme. This is because further investigation would not lead to a different outcome
17.10.23	23010411	Corporate	Miss X says the Council has failed to accept liability for damage to her car after she drove over a pothole	Ombudsman will not investigate as it is reasonable for case to be pursued through Courts
18.9.23	23007681	Corporate	Ms X complains her car was damaged by pothole and the Council won't accept liability	Ombudsman will not investigate this complaint that the complainant's car was damaged by a pothole in the road. This is because it is reasonable for the complainant to pursue her claim by taking the Council to court. We cannot achieve the outcome the complainant seeks in regards to changes to the Council's policy
16.10.23	23010505	Corporate	Complaint that their garage was damaged due to Council's failure to maintain highway drain	Ombudsman decided not to investigate as it is reasonable for Miss B to pursue claim through the Court

### FULL INVESTIGATIONS WHERE NO FAULT FOUND

<b>DATE</b>	<b>LGO REF</b>	<b>PROCEDURE</b>	<b>COMPLAINT SUMMARY</b>	<b>DECISION</b>	
24.10.23	22017217	Corporate	Ms X complained the Council placed a foster child, Child Y with her without providing relevant information about Child Y's needs and unreasonably removed Child Y from her care without notice	Council was not at fault	

#### **FULL INVESTIGATIONS WHERE FAULT FOUND**

<b>DATE</b>	<b>LGO REF</b>	<b>PROCEDURE</b>	<b>COMPLAINT SUMMARY</b>	<b>DECISION</b>	<b>RECOMMENDATION</b>	<b>FINANCIAL REMEDY</b>	<b>STATUS OF AGREED ACTION</b>
20.10.23	22 012 554	Corporate	Ms X complained the Council delayed in assessing her son's needs and issuing his Education, Health and Care plan and failed to secure all of the provision in her son's plan. Ms X also complained about the level of communication she received from the Education Other than at School service	Fault found	Apologise Pay Ms X £400 for time and distress and pay Child Y £500 for loss of provision after starting EOTAS provision and remind the team involved of communication standards	£900	Will be completed by mid November 2023
