

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 |
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FULL INVESTIGATIONS WHERE NO FAULT FOUND

| DATE | LGO REF | PROCEDURE | COMPLAINT SUMMARY | DECISION | |
|-------------|----------------|------------------|--|--------------------------|--|
| 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 | |
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FULL INVESTIGATIONS WHERE FAULT FOUND

| DATE | LGO REF | PROCEDURE | COMPLAINT SUMMARY | DECISION | RECOMMENDATION | FINANCIAL REMEDY | STATUS OF AGREED ACTION |
|-------------|----------------|------------------|--|-----------------|--|-------------------------|--|
| 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 |

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