

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
21.10.21	21 007 186	Adults	In 2018 the Council recommended an unsuitable care home placement for stepfather.	LGSCO will not investigate late complaint about the Council's actions in 2018, because complainant could have come to us before now if he was concerned his stepfather was living in unsuitable accommodation.
9.11.21	21 010 873	Corporate	Complaint about serious injuries due to the Council's failure to repair a pothole.	LGSCO will not investigate Mrs B's complaint because it is reasonable for her to take the Council to court.
16.11.21	21 010 153	Adults	Complaint about living arrangements for complainant's adult son, and that a council officer lied in court	Outside LGSCO's jurisdiction because it is about matters considered and decided in court.

### FULL INVESTIGATIONS WHERE NO FAULT FOUND

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION
19.10.21	20 013 673	Corporate	Complaint about Traffic Regulation Order for parking restrictions outside complainant's property	Council was not at fault.
12.11.21	19 019 154	Adults	Complaint about the Council's actions and communications while assisting complainant in finding a different care provider within his personal budget. He says that the Council did not consider his needs and treated him as a 'nuisance' which affected his mental health.	No fault

## FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
10.10.2021	20 006 041	Adults	Complaint about Council and Nottinghamshire Clinical Commissioning Group reducing jointly funded care package. Also, about the handling of the complaint by both organisations.	No fault in relation to care package reduction. Both organisations at fault in complaint handling.	Council to pay £300  Ensure process in place to jointly address complaints.  Ensure staff are aware of their responsibilities to deal with complaints promptly.	£300	All completed:  Payment made, protocol in place and staff reminder issued.
15.10.2021	20 013 237	Adults	Complaint about mother's care and support, and the financial assessment and contribution to care costs.	No fault in allocation of care hours. Fault in communication about and clarity about funding situation. Delay in responding about to complainant about over payment.	<ul style="list-style-type: none"> <li>• Apology and payment of £250 to complainant and waive 4 weeks contribution to care package.</li> <li>• Set out options to pay outstanding contributions;</li> <li>• Clarify responsibilities re 3rd party payments.</li> <li>• Review procedures relating to payments when family member providing care</li> </ul>	£250  Waive 4 weeks contributions to care package.	Apology, payment and waiver actioned.  Review of internal guidance concerning direct payments underway.

15.11.2021	21 001 571	Adults	Complaints about the conduct of a safeguarding investigation	No fault in how council involved complainant in investigation and shared her personal data. Delay in sending minutes, and investigation took too long. Failure to gather a specific piece of evidence.	Apology, £250 payment, seek evidence form housing provider.	£250	Apology and payment made. Additional safeguarding enquiries being made.
------------	------------	--------	--	--	---	------	---