

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
24.3.2022	21013693	Adults	Complaint about how Council handled safeguarding enquiry. Mr X believes his brother is being financially abused by daughter. This was investigated by the Council and no evidence found.	Complainant not happy with outcome of safeguarding enquiry however no fault found in process by LGO.
08.4.2022	21017548	Corporate	Complaint that the Council wrongly granted permission for access and refused to respond to requests for information	There is no evidence of fault in how the Council made its decision for vehicular access and the complainant can be referred to the ICO for access to information not the complaints process
25.3.2022	21017805	Corporate	Complaint that the Council wrongly granted permission for access and refused to respond to requests for information. This is a neighbour and so is the same complaint by a different service user as above	There is no evidence of fault in how the Council made its decision for vehicular access and the complainant can be referred to the ICO for access to information not the complaints process
21.4.2022	21019048	Childrens	Complaint that the Council advised Mr B's partner to deny access to his children	Cannot investigate as access to children is a matter for parents and/or the Courts
21.4.2022	21019111	Childrens	Complaint that social workers didn't investigate claims Mr T's ex partner had kidnapped children	Cannot investigate as the matter is something that isn't inseparable from the court case
10.5.2022	22000326	Adults	Complaint about Care Provider not following plan and Mother had a fall	Not investigating as could see plan followed and the fall was unfortunate
08.4.2022	22000805	Corporate	Complaint that car was damaged by a pothole	Cannot investigate as it is reasonable for Mr X to pursue compensation through the court

### FULL INVESTIGATIONS WHERE NO FAULT FOUND

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION
25.3.2022	20011638	Adults	Complaint is on behalf of husband and that the Approved Mental Health Professional did not consider all factors when deciding whether to detain Mr X in hospital	No fault found in how the AMHP decided on whether to detain Mr X in hospital
11.4.2022	21004925	Children's	Complaint regarding the Council not identifying or providing an education for Mr C's son son between 2019-2020	No Fault found in how the Council treated the son and fault found with the school but the Council has no control over this.

## FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
03.5.2022	21011999	Adults	Complaint about the Council claiming the Mother deprived herself of assets leaving family with bill for her care	The Ombudsman found no fault with the Council's decision that Mrs X's mother deprived herself of assets. But, the Ombudsman does find fault with the Council's clarity and transparency over its decision and delays causing Mrs X frustration and uncertainty	The Council agreed to the Ombudsman's recommendation to apologise to Mrs X and reduce the outstanding balance owed by £400. The Council has already provided training to its staff.	£400	Apology letter and amendment letter with £400 off the amount owed to be completed by end of May. Training completed for the staff member and refresher for all relevant staff to ensure reasons for making a gift/transfer are requested and recorded. Review of ACFS communications has begun.