

LGSCO Ref	Service Area	Directorate	Summary of Final Decision	Actions	Date of Final Decision	Actions Complete	Actions/remedies completed in time y/n	Decision
19004318	Highways	EAP	Mr X complained the Council delayed in carrying out remedial works to pipes near to his property. He said this had caused damage to his property in the past and it was causing him and his family distress. There was no fault in the Council's actions.	Case closed	03/12/2019	N/A	N/A	Not upheld; No maladministration
19011645	Adult Social Care	HHASC	Ms B complains about the Council's treatment of her in relation to the care of her partner. The Ombudsman will not investigate the complaint because there is no evidence of fault by the Council in how it has dealt with matters and no grounds on which to base an investigation.	Case closed	16/12/2019	N/A	N/A	Closed after initial enquiries - No further action

19016172	CEX	All	The Ombudsman will not investigate Mr X's complaint that the Council will not compensate him for damage caused to his car by potholes. It is reasonable to expect Mr X to resort to court action for the compensation he seeks and the complaint is therefore outside the Ombudsman's legal remit.	Case closed	06/01/2020	N/A	N/A	Closed after initial enquiries - No further action
19012939	CEX	All	The Ombudsman will not investigate Mr B's complaint the Council accused him of defamation in May 2017. The complaint is late and there are no good reasons for the Ombudsman to exercise his discretion and now investigate.	Case closed	14/01/2020	N/A	N/A	Closed after initial enquiries - No further action
19006371	Education	CSC	The Ombudsman will not investigate this complaint about the provision of support for education transport for the complainant's daughter. This is because there is no evidence of fault in the	Case closed	09/01/2020	NA	NA	Closed after initial enquiries - No further action

			way the Council's appeal panel considered the complainant's appeal against its decision.					
19013334	Highways	EAP	The Ombudsman will not investigate this complaint that the Council is not properly maintaining the highway. It is unlikely he would find fault by the Council and the complainant can seek a remedy in court.	Case closed	17/01/2020	N/A	N/A	Closed after initial enquiries - No further action