

Ref Omb Directorate & Service Area Date of decision	LGSCO or HOS Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
22 012 570 LGSCO Place Building Control 19/04/2023	Upheld: fault and injustice	Mr B says the Council's building control officer failed to carry out site visits he paid for and inaccurately said more visits took place than was the case. The Council's records for this building control case are poor, the record of visits undertaken does not support the Council's claims in correspondence with Mr B and there is no evidence a completion visit took place. An apology and payment to Mr B, a further building control inspection and a reminder to officers is satisfactory remedy.	Points 1-4 by 17/5/23 1. Apologise; 2. Pay £250; 3. Carry out a completion visit in the same way it would have done had it visited at the end of the works. 4. Remind officers dealing with complaints of the need to ensure the relevant records are checked so complaint responses do not contain inaccurate information. Point 5 by 19/7/23 5. Put a procedure in place to ensure building control officers keep clear records of visits and telephone conversations.	1. 4/5/23 2. 27/4/23 3. 4/5/23 date requested - update still needed  4. 28/4/23  5. 26/4/23 team meeting with follow up email. Meeting arranged for 8/6/23 - update still needed

202201927 HOS Place Housing Management 19/04/2023	Maladministration	1. maladministration in the landlord's communication with the resident regarding construction work 2. Service failure in complaints handling 3. No Maladministration in response to customer question about water and power costs	1. apologise to the resident by 10/05/232. landlord to pay the resident £400 in total by 10/05/20233. No action required	1. completed 17/05/20232. Cheque issues 12/05/2023
23 000 216 LGSCO Place Planning & Development 24/05/2023	Closed after initial enquiries – no further action	We will not investigate this complaint about the way the Council considered a planning application. And the Council's handling of the complainant's concerns. We could not add to the previous investigation by the organisation. Also, there is insufficient injustice caused by any failure in the complaints process alone to justify an investigation.	na	na
23001684 LGSCO Place Street Lighting 05/06/2023	Closed after initial enquiries – no further action	We will not investigate this complaint about the Council's installation of an LED lamp in the streetlight close to the complainant's home. The Council has installed two shields on the lamp and confirms it is the lowest powered lamp they use. Further investigation is unlikely to lead to a different outcome	na	na
23001150 LGSCO Children & Education 10/06/2023	Premature	We have decided the complaint is premature and advised the complainant to contact you directly. Please ensure that the complaints procedure is completed.	na	na

<p>23001684 LGSCO Place Highways, streetlights 05/06/2023</p>	<p>Closed after initial enquiries – no further action</p>	<p>We will not investigate this complaint about the Council’s installation of an LED lamp in the streetlight close to the complainant’s home. The Council has installed two shields on the lamp and confirms it is the lowest powered lamp they use. Further investigation is unlikely to lead to a different outcome.</p>	<p>na</p>	<p>na</p>
<p>23002531 LGSCO Place Planning &amp; Development 15/06/2023</p>	<p>Closed after initial enquiries – out of jurisdiction</p>	<p>We will not investigate this complaint about how the Council dealt with a planning application. This is because the complaint is late.</p>	<p>na</p>	<p>na</p>
<p>22017655 LGSCO Adult Social Care &amp; Integration Adult Social Care 28/6/2023</p>	<p>Upheld: fault and injustice</p>	<p>The Council’s adult social care charging policy says it charges people for the expected costs of their care, and, if they receive less care than they paid for, it will only review their invoices and refund them once a year. There is no fault in this approach, as the law does not prevent the Council from taking it. However, the Council offered to review Mr B’s invoices more regularly if he wanted, and, although his daughter complained about the infrequent reviews, did not do so. This was fault by the Council. It was also at fault for its handling of Mr B’s daughter’s complaint. It has now agreed to consider offering Mr B more regular reviews of his invoices. It has also agreed to apologise to Mr B’s daughter, and to make a symbolic payment to recognise her injustice.</p>	<p>By the 26th July 1. Consider whether to offer Mr B more regular reviews of the invoices for his care costs - and more regular refunds if applicable - and write to Mrs C with its decision. 2. Apologise to Mrs C for the delays in its complaint-handling. 3. Make a symbolic payment of £100 to Mrs C to recognise the avoidable time and trouble she went to in trying to get a response to her complaint.</p>	

<p>23002454 LGSCO Place Highways - speed bumps 29/06/2023</p>	<p>Closed after initial enquiries – no further action</p>	<p>Mr X complains about the Council's handling of the installation of speed bumps in his road and its response to his concerns about the noise they generate. We will not investigate the complaint because we are unlikely to find evidence of fault by the Council sufficient to warrant an investigation.</p>	<p>na</p>	<p>na</p>
<p>23 003 514 LGSCO Democratic Services 03/07/2023</p>	<p>Closed after initial enquiries – no further action</p>	<p>We will not investigate Mr Y's complaint because it is unlikely we would find fault and the courts are better placed to deal with the complaint.</p>	<p>N/A</p>	