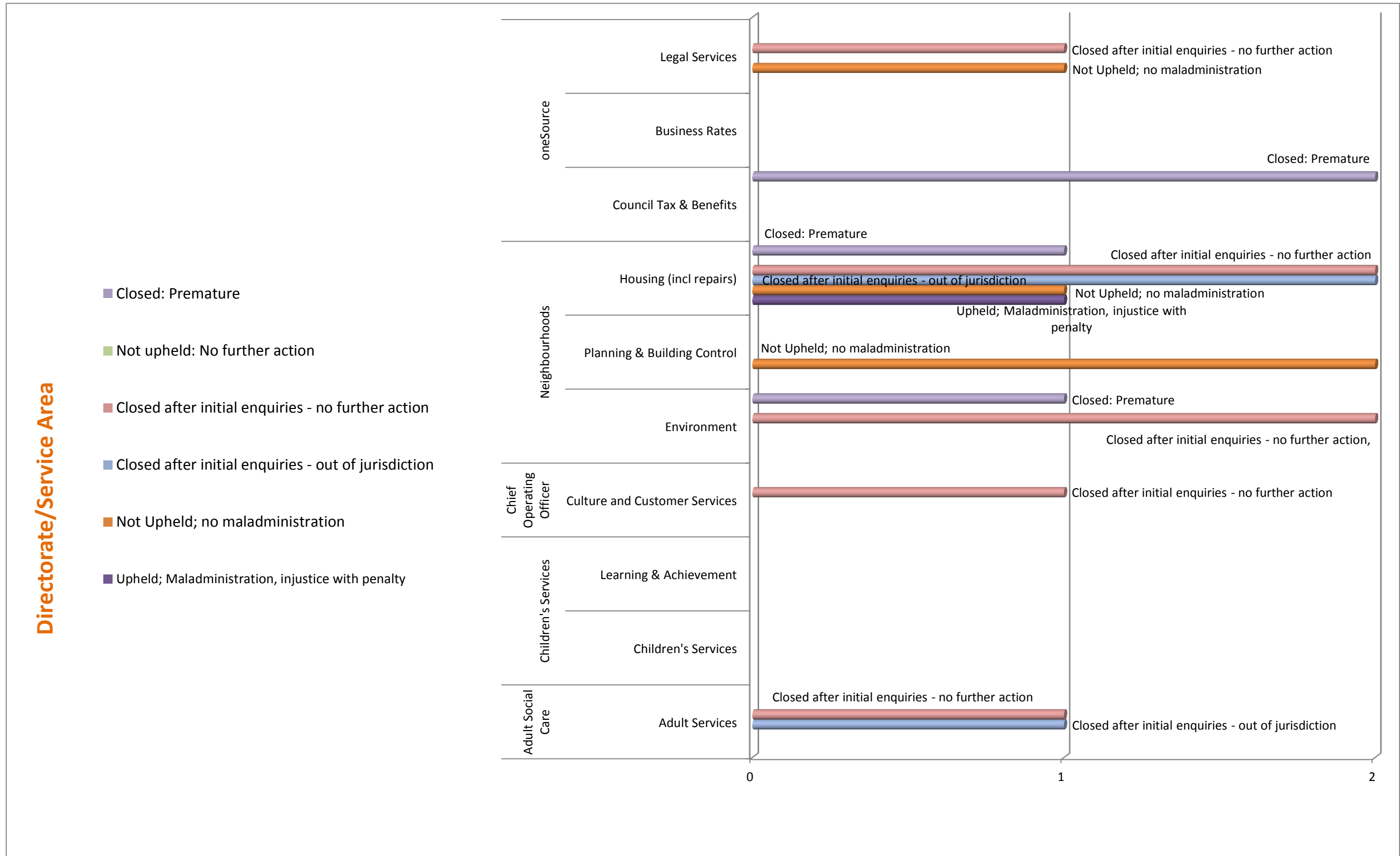


### Complaints determined:

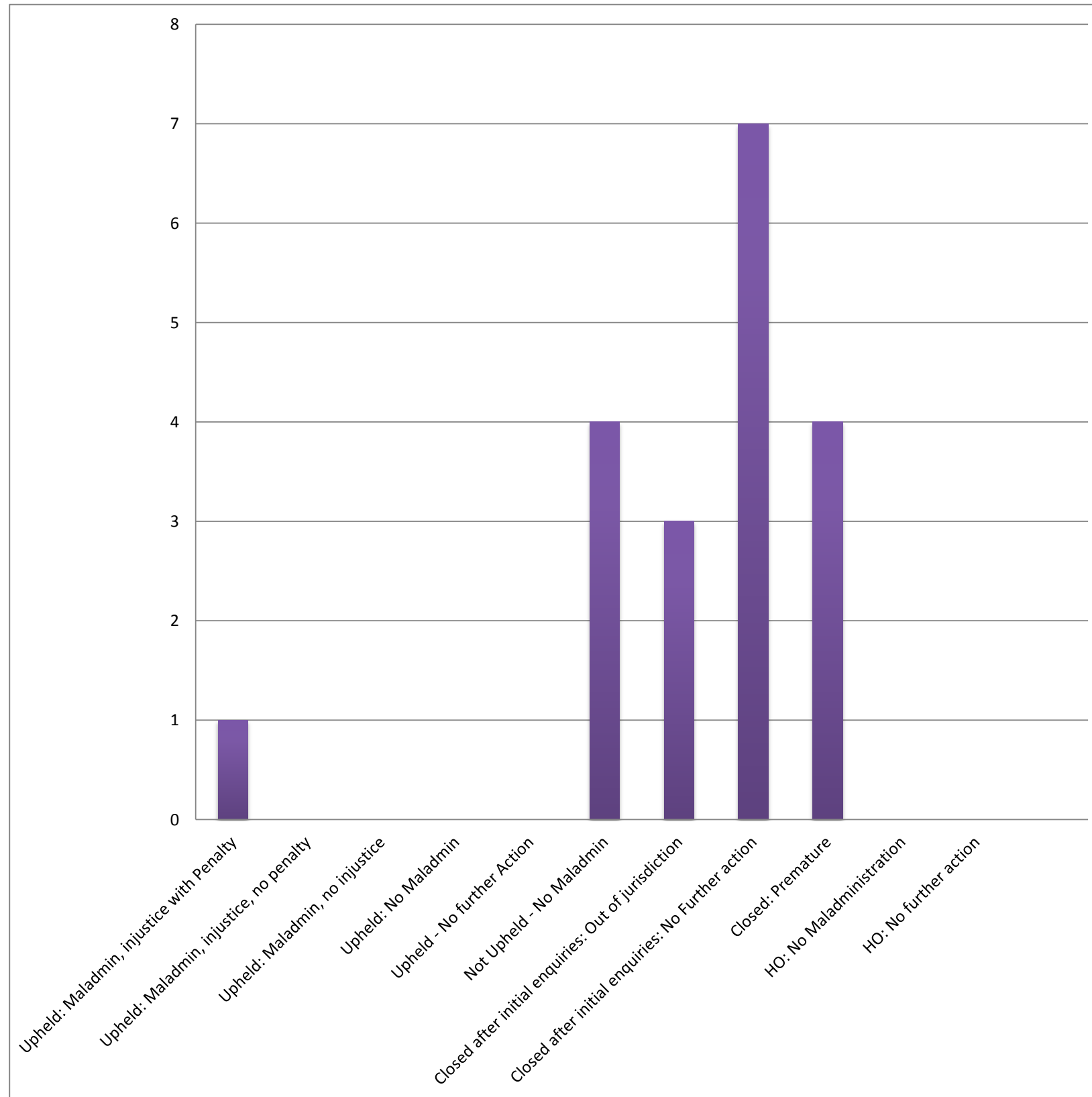
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: No further action	Not Upheld; no maladministration	Closed after initial enquiries - out of jurisdiction	Closed after initial enquiries - no further action	Closed: Premature	HO: No maladministration	HO: No further action	HO: Resolved locally - No further action	Not upheld: No further action
Adult Social Care	Adult Services									1	1					
Children's Services	Children's Services Learning & Achievement															
Chief Operating Officer	Culture and Customer Services										1					
Neighbourhoods	Environment Planning & Building Control								2		2	1				
	Housing (incl repairs)				1				1	2	2	1				
oneSource	Council Tax & Benefits Business Rates											2				
	Legal Services								1		1					
<b>Total :</b>		0	0	0	1	0	0	0	4	3	7	4	0	0	0	0

2  
0  
0  
1  
3  
2  
7  
2  
0  
2  
19

# Decisions



# Outcomes



## **Significant decisions from Local Government or Housing Ombudsmen**

### **1. Miss X**

Miss X made a complaint about how the Council had addressed repairs at her home, including rear fence/wall, low hot water pressure, a gas leak and the front door. She also complained about the standard of workmanship and the Council's complaint handling process.

The Housing Ombudsman ordered the Council to make a compensation payment to Miss X of £400. Some of which was offset against Miss X's outstanding rent arrears. In addition, it was recommended that the Council reviews its Tenants' Handbook to ensure that the target timescales for repairs are clear and consistent.

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**