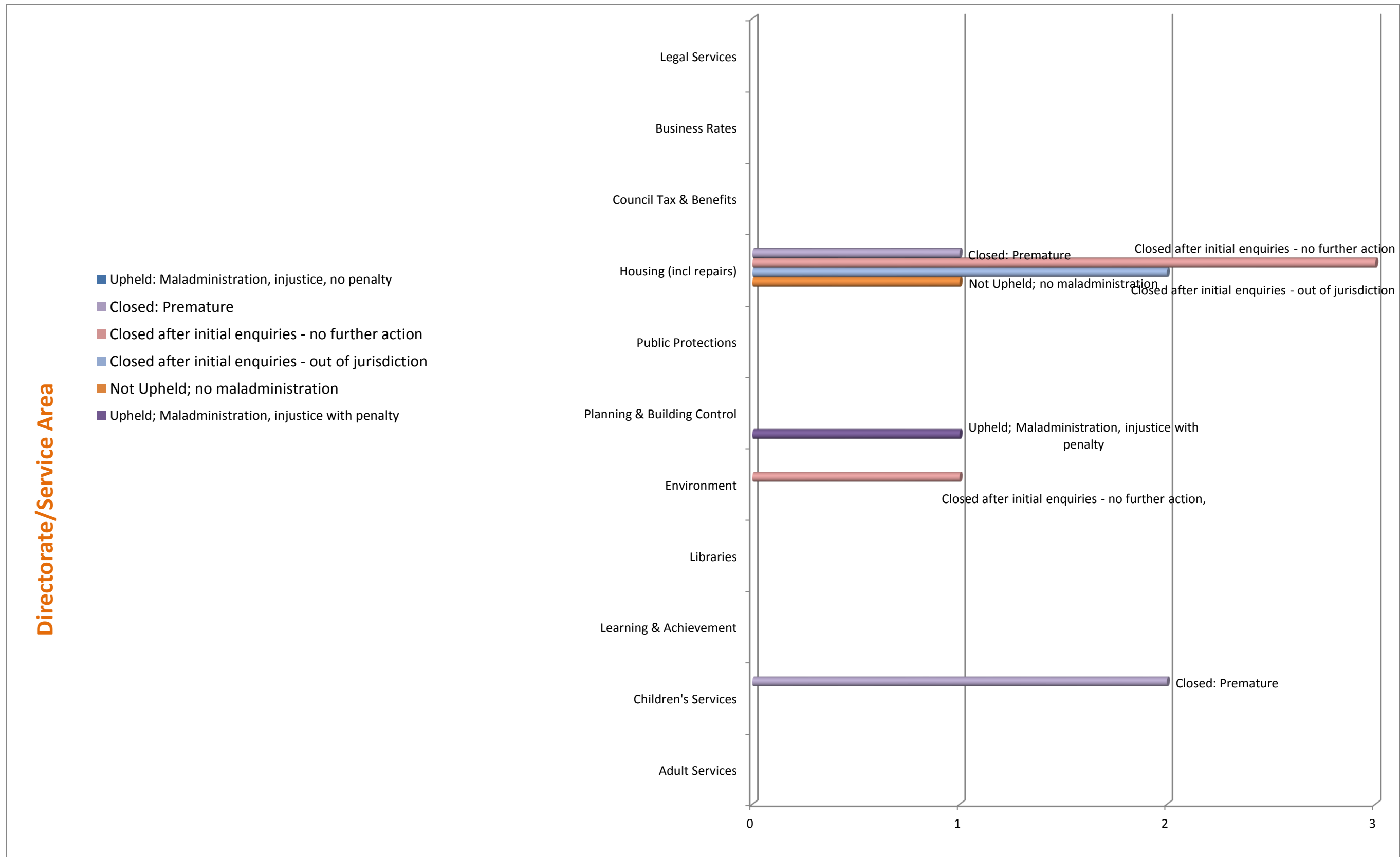


### Complaints determined:

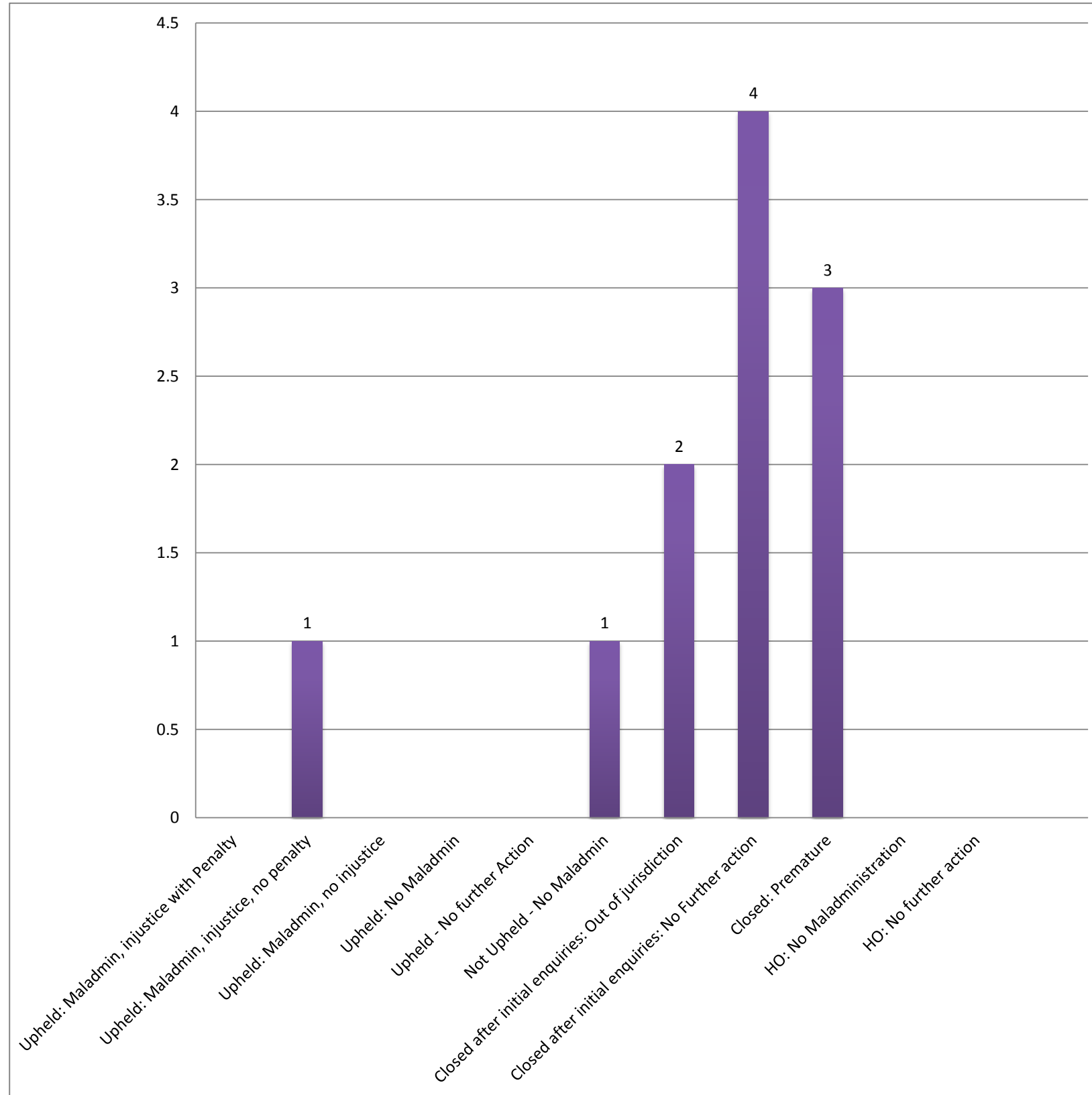
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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															
Children's Services	Children's Services Learning & Achievement											2				
Chief Operating Officer	Libraries															
Neighbourhoods	Environment Planning & Building Control				1						1					
	Public Protections															
	Housing (incl repairs)								1	2	3	1				
oneSource	Council Tax & Benefits															
	Business Rates															
	Legal Services															
<b>Total :</b>		0	0	0	1	0	0	0	1	2	4	3	0	0	0	0

0  
2  
0  
0  
1  
1  
0  
7  
0  
0  
0  
11

## Decisions



## Outcomes



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

### **1. Mr & Mrs X**

Mr & Mrs X complained the Council was at fault for the way it determined their neighbour's planning application. The Council failed to evidence its decision making and failed to follow its complaints procedure. Although the Ombudsman did not consider the Council's decision or handling of Mr and Mrs X's complaint would have been different had the faults not occurred. The Council agreed to pay Mr and Mrs X £200 to recognise the uncertainty caused by the fault identified and review its procedures.

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