

OMBUDSMAN ONGOING CASES - 2012/13

Cllrs Notified:	Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
	9835	04/09/12	12003969	Complainant objects to decision of Council to define him as persistent/unreasonable complainant, and refusal to respond to general enquiries in relation to taxi licensing	Provisional View - LGO not to investigate 04/09/12. LGO chased for response 30/10/12
					1

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Ombudsman Discretion:		Outside Jurisdiction
					24A(6)		
10014	14/08/12 (14/08/12)	12 001 965	The complainant complains the Council has failed to provide her with suitable evidence to prove she is in council tax arrears. She disputes the outstanding amount due and believes she has paid all charges.	Investigation Discontinued (no enquiries made)	1		
10129	01/06/2012 (17/09/12)	11 022 328	Complainant alleges she is occupying very damp property and wishes to be rehoused, and has not received proper assistance from Env Health. Also alleges that housing re-banding application also rejected by WDC without proper assessment of medical information.	Investigation Discontinued	1		
10398	10/08/2012 28/09/12	12 004 403 / JS	Complainant wishes to rent or buy council owned land adjacent to his property and is also concerned that the land is not being looked after by the Council. Delay in response times with regard to his requests.	Investigation Discontinued	1		
10546	18/09/2012 03/09/12	11 018 290	The complainant says 2 departments at WDC took inconsistent and conflicting action in relation to a boundary dispute. In addition, Council used an inaccurate land survey during the subsequent court proceedings, and issued false invoices and made abusive claims.	Investigation Discontinued			1
9315	15/06/2012 23/10/12	12 003 182	Complaint re planning enforcement issues at neighbouring property.	Investigation Discontinued	1		
					9	0	2 0

P/BC	Local Tax	ASB	Hsg	Env Serv	Hsg	Benefits	Transport & Highways	Licensing	Other
	1								
			1						
									1
									1
1									
2	3	0	4	0	0	0	0	0	2