OMBUDSMAN ONGOING CASES - 2012/13

Clirs Notified:	Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
	9835	04/09/12			Provisional View - LGO not to investigate 04/09/12. LGO chased for response 30/10/12
					1

OMBUDSMAN CLOSED CASES – 2012/13

						OMBUSMAN CATEGORY OMBUDSMAN SERVICE AREA													
Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	f Summary of complaint	Comments	Ombudsma n Discretion:		Outside Jurisdiction												
					24A(6)		OJ		P/BC	P/BC	Local Tax	ASB	Hsg	Env Servio	Hsg	Benefits	Transport & Highways		i Other
8933	01/03/2012 (26/04/2012)	11 013 367/DS	Complaints regarding repairs to shower at Council-owned property (now Red Kite).	Investigation Discontinued															
7336	11/11/2011 (17/05/12)	11 012 069	Did not consider company's requests for additional rate relief from 2002 to 2010 o Altered policy guidelines in respect of rate relief in order to benefit a new subcontractor, o Refused full rate relief on the complainant's new Head Office and that the grounds for refusal are not clear.	Investigation Discontinued	1						1		1						
9724	14/02/2012 (17/05/12)	11 019 921/DS	Alleged that the Council has reneged on its agreement to let Ms Pham and her baby to remain in the hostel accommodation until a Housing Association property she has been allocated through the Bucks Homechoice scheme is ready for occupation in late March 2012.	Investigation Discontinued	1								1						
10128	18/05/12	12 002 428	Delay in administration of Housing Benefit claim	Investigation Discontinued	1				-										
10023	18/04/12	12 000 367/sxp	Actions by Council (as freeholder of property) and insurance company in relation to claim due to fire in the property. Complainant is leaseholder.	Investigation Discontinued							1		1						
9972	08/08/12 (08/08/12)	12 004 076 B2 JL	Refusal of planning permission	Outside Jurisdiction (planning appeal submitted)															

Service Mail Ref		Ombudsman Ref	f Summary of complaint	Comments	Ombu	udsma		\square	Γ										T
	(Date closed)				n Discre	etion:	Outside Jurisdiction												
					24A(6)		OJ		F	P/BC	Local Tax	ASB	Hsg	Env Servio	Hsg	Benefits	Transport & Highways		i Other
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						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								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														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					1									
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