

OMBUDSMAN ONGOING CASES – 2012/13

Cllrs Notified:	Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
	10151	08/11/12	12 005 947	The Council's building control department did not inspect building works at a neighbouring property at relevant times. In addition, there is a noise nuisance from the use of a bathroom in the neighbouring property which the Council has not taken action to stop.	Response sent to LGO 30/11/12
					1

OMBUDSMAN CLOSED CASES – 2012/13

					OMBUDSMAN CATEGORY			
Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Ombudsman Discretion:		Outside Jurisdiction	
					24A(6)			
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	1		OJ	
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			
9724	14/02/2012 (17/05/12)	11 019 921/DS	Alleged that the Council has reneged on its agreement to let Ms P 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			
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			
9972	08/08/12 (08/08/12)	12 004 076 B2 JL	Refusal of planning permission	Outside Jurisdiction (planning appeal submitted)				

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Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Ombudsman Discretion: Discontinued		Outside Jurisdiction	
					24A(6)			
10870	07/01/2013 (07/01/13)	12 016 241	The complainant – a local Town Councillor – complained to the District Council about the behaviour of one of its elected members. The Council considered the complaint but the complainant is unhappy with the outcome.	Outside Jurisdiction (complaint from Councillor and not member of the public) (no enquiries made)				1
					11		3	0

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