

## OMBUDSMAN ONGOING CASES - 2012/13

Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
10574	12/02/13	12 016 6701	The Council has failed to properly investigate complaints of noise nuisance emanating from a telecommunications mast near complainant's home. She believes the noise from the mast became audible after a wall around the mast which provided a sound barrier was removed.	PV received with decision to discontinue. Response to PV sent 9.04.13
				1





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)			OJ		1
9768	29/01/13 (29/01/13)	12 007 080	Wycombe District Council is not following the law and should take action to remove a second front door erected in a neighbouring house..	Investigation not initiated (no enquiries made)	1				
10782	26/02/2013 (26/02/2013)	12 018 450	Mr D says that an officer of Wycombe District Council denied him his rights before a Magistrates Court hearing over a council tax debt.	Not in Jurisdiction					1
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.	Investigation Discontinued	1				
10486	01/03/2013 (01/03/2013)	12 013 912	Mr and Mrs P complained that the Council allowed their neighbours to continue building their two storey extension despite the Council knowing the boundary on the submitted plans was shown incorrectly. This has meant that their neighbours' extension has been built less than one metre from the boundary. They consider the Council should have sought to stop the development once it became aware of the error.	Investigation Discontinued (no enquiries made)	1				
					14	0		4	18

P/BC	Local Tax	ASB	Hsg	Env Servid	Hsg	Benefits	Transport & Highways	Licensing	Corp & Other
									1
1									
	1								
		1							
					1				
1									
5	4	0	4	1	0	0	0	1	3