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
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OMBUDSMAN CLOSED CASES – 2012/13

	ervice Mail Ref Date Received Ombudsman Ref Summary of complaint Comments						OMBUSMAN CATEGORY OMBUDSMAN SERVICE AREA													
Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Discre	idsman etion: ntinued	Outside Jurisdiction													
					24A(6)		OJ			P/BC	Local Tax	ASB	Hsg	Env Servie	Hsg	Benefits	Transport & Highways	Licensi ng	i Corp & 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: Altered policy guidelines in respect of rate relief in order to benefit a new subcontractor, and 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 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								1							
10128	18/05/12	12 002 428	Delay in administration of Housing Benefit claim	Investigation Discontinued	1				-		1									
10023		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	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Discr	udsman etion: intinued	Outside Jurisdiction											
					24A(6)		OJ		P/BC	Local Tax	ASB	Hsg	Env Servio	Hsg	Benefits	Transport & Highways	Licensi ng	Corp & 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								
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														
9315	15/06/2012 (23/10/12)	12 003 182	Complaint re planning enforcement issues at neighbouring property.	Investigation Discontinued			1		1									1
9835	04/09/2012 01/11/12	12003969	Complainant objects to decision of Council to define him as persistant/unreasonable complainant, and refusal to respond to general enquiries in relation to taxi licensing	Investigation Discontinued													1	
10869	07/01/2013 (07/01/13)	12 013 436	Mr and Mrs C say the Council was at fault in granting permission for a neighbouring development which effectively makes their property part of a terrace.	Investigation Discontinued (no enquiries made)	1				1									

10870 0/701/2013 12.016.241 The compliand – to the District Council and Counci and Counci and Council and Counci and Council and Counc	Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Discre	udsman etion: ontinued	Outside Jurisdiction										
10782 2002/2013 (2002/2013) 12 007 080 Months and on the method of the building one paints in the compliants is unrepay with the concention and one method of the public one paints made) 1								OJ		P/BC		ASB	Hsg	Env Servie	Hsg	Benefits	Licensi ng	Corp & Other
(2901/13) rollowing the law and should take enquiries made) initiated (no. equiries made) initiated (no. equiries made) initiated (no. equiries made) 10782 250/22/013) 12 018 450 Mr D says that an officar of Wycombe District Council denied him his rights before a Magistrates Court hearing over a council tax debt. Not in Jurisdiction 1 <t< td=""><td>10870</td><td></td><td>12 016 241</td><td>Councillor – complained to the District Council about the behaviour of one of its elected members. The Council considered the complaint but the complainant is</td><td>(complaint from Councillor and not member of the public)</td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></t<>	10870		12 016 241	Councillor – complained to the District Council about the behaviour of one of its elected members. The Council considered the complaint but the complainant is	(complaint from Councillor and not member of the public)				1									1
(26/02/2013) District Council denied him his rights before a Magistrates Court hearing over a council tax debt. Impediate the council shulding control department dinot inspect building works at a neighbouring property at relevant hen engibbouring property which the Council has not take action Impediation biscontinued Impediation the neighbouring property which the Council allowed their neighbours to continue 10486 01/03/2013 (01/03/2013) 12 013 912 Mr and Mrs P complained that the council allowed their neighbours to continue Impediation the submitted plans was shown incorrectly. This has meant that their neighbouring council end boundary. They consider the Council should have sought Impediation the submitted plans was shown incorrectly. This has meant that their neighbours Impediation 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 Impediation the submitted plans was shown	9768		12 007 080	following the law and should take action to remove a second front door	initiated (no	1												
10151 08/11/12 12 005 947 The Council's building control department id 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 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 building the is was shown in correctly. This has meant that their neighbours' extension has been buil less than one metre from the boundary. They consider the Council should have sought Investigation Investigation	10782		12 018 450	District Council denied him his rights before a Magistrates Court hearing over a	Not in Jurisdiction				1		1							
(01/03/2013) 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	10151	08/11/12	12 005 947	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	Discontinued	1								1				
became aware of the error.	10486		12 013 912	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	Discontinued (no	1												