

Rother District Council

Report to: Audit and Standards Committee

Date: 20 June 2022

Title: Local Government and Social Care Ombudsman
Complaints Monitoring

Report of: Mark Adams, Customer Services Manager

Purpose of Report: To receive an update on the number of Local Government and Social Care Ombudsman complaints received since the last report in December 2021.

Officer

Recommendation(s): It be **RESOLVED**: That the report be noted.

Introduction

1. Details of the complaints made to the Local Government and Social Care Ombudsman (LGSCO) are reported to the Committee as and when they are determined throughout the year. Five cases have been determined since the Committee's last meeting as detailed below:

REFERENCE	DETAILS OF THE ALLEGATION	OUTCOME
20 013 807	A customer complained about the way the we had handled complaints of noise nuisance made about them and about the way the Council responded to her complaints.	There was fault by the Council to which it will apologise to the customer.
21 012 396	The customer has complained that the Council has granted planning permission for development near his home. He says he and other residents raised concerns about the proposal, but the Council ignored these.	The LGSO will not investigate this complaint about granting planning permission for development near to the complainant's home. The complaint does not meet the tests in the LGSO Assessment Code on how they decide which complaints to investigate. There is nothing to suggest fault affected the Council's decision.
21 015 418	The complainant is aggrieved about how the Council dealt with his planning application. The complainant alleges there were delays which has incurred additional costs.	The LGSO will not investigate this complaint because the complainant had the right to appeal to the Planning Inspector.

REFERENCE	DETAILS OF THE ALLEGATION	OUTCOME
21 016 940	The complainant alleges the Council signed off substandard building work to his neighbour's property which has resulted in damage to his property.	The LGSO will not investigate as they cannot hold the Council responsible for the damage.
22 001 264	The complainant alleges that the Council failed to properly sign parking restrictions and wrongly issued a ticket to his vehicle. (Rye Car parked – customer parked outside of marked bays).	The LGSO will not investigate this complaint as the courts are better placed to consider this matter.

2. A total of five complaints were made to the Local Government and Social Care Ombudsman covering the period 18 November 2021 to 27 May 2022 of which:

- one was upheld (Councils actions were at fault)
- 0 were not upheld (No fault found in the Councils actions)
- four cannot be investigated

3. For the same period Rother received 67 non-ombudsman complaints from 18 November 2021 to 27 May 2022 of which:

- 28 of these were non-complaints (treated as department service request).
- seven were resolved at initial stage (non-formal complaint resolution).
- 18 were Stage 1 complaint (responded to formally in writing) of which:
 - four were upheld
 - eight were not upheld
 - six were partially upheld
- There have been no Stage 2 complaints (responded to formally by Head of service)
- 13 are currently awaiting determination/under investigation

	Average response time (days)	Max time (days)	Number of complaints received
All Complaints	17	119	26
Environmental Health	0	0	0
Council Tax	23	35	2
Benefits	0	0	0
Housing	0	0	0
Planning	25	119	15
Customer Service	0	0	0
Neighbourhood Services	32	81	8

Conclusion

4. The Committee is asked to note the report.

Other Implications	Applies?	Other Implications	Applies?
Human Rights	No	Equalities and Diversity	No
Crime and Disorder	No	External Consultation	No
Environmental	No	Access to Information	No

Risk Management	No	Exempt from publication	No
Chief Executive:	Malcolm Johnston		
Report Contact Officer:	Mark Adams		
e-mail address:	mark.adams@rother.gov.uk		
Appendices:	None		
Relevant Previous Minutes:	None		
Background Papers:	None		
Reference Documents:	None		