

ANNEXE 3

Details of local settlements reached in respect of Ombudsman complaints in 2009/10

Details of complaint	Outcome/details of local settlement	Lessons Learned/Action Taken
<p>The Council delayed in addressing the concerns expressed by the complainant about the state of the garden in front her ground floor flat, which was her neighbour's responsibility to maintain.</p>	<p>Complainant offered £50 in recognition of the delay in instructing the Council's contractors to clear the garden.</p>	<p>Contractors instructed to clear the garden, the cost of which to be recharged to the tenant responsible for the garden. The Housing Management officer for the area asked to keep under review the condition of the garden and ensure that the tenant did not allow it to become overgrown once again. Tenant informed that if he did not keep the garden in a tidy condition, the Council's contractors would do the work by default and he would be charged for this work.</p>
<p>The Council failed to take effective action to ensure a garage at a neighbour's property was built in accordance with the approved plans; no proper response given to the complainant's phone calls and emails despite making a commitment to do so.</p>	<p>Complainant offered £150 in recognition of his considerable time and trouble in pursuing his complaint. (Similar offer of compensation made to the owner of a closer neighbouring property who had also complained about the garage, but this was not accepted.)</p>	<p>Complaint highlighted the need for the Planning Enforcement Team to keep a more comprehensive record of all telephone calls received from complainants. Development Control Manager asked to ensure that all officers reminded that they should record not only that they have returned a call but also any action agreed with the complainant.</p>