

ANNEXE 2

Details of complaints where injustice remedied during or after completion of investigations in 2012/13

Details of complaint	Outcome	Lessons Learned/Action Taken
<p>The Council acted unreasonably in seeking to recover a debt of £730.60 overpaid housing benefit dating back to 2005, and did not provide adequate evidence that the debt was due.</p>	<p>Council accepted that there had been a considerable delay in recovering the remaining debt, and accepted that resumption of recovery action after almost three years had caused distress. Therefore agreed to accept a reduction of 50% in the debt owed, to be paid in five installments.</p>	<p>Need to keep under closer review recovery of overpaid benefit.</p>
<p>The Council misled the complainant into believing it would pay for a new stair lift she had installed in her home without first receiving formal notification from the Council that she would receive a disabled facilities grant . The Council subsequently refused to refund her for the full cost of the lift but had offered £850 towards the cost of the lift which the complainant thought was inadequate.</p>	<p>Ombudsman concluded that offer of £850 towards cost of lift reasonable. Also accepted Council's recognition that application process could be improved.</p>	<p>Application process improved to provide greater clarity for those enquiring about a disabled facilities grant. Also change made to process to ensure that referral forms sent electronically to County Council's Social Care Team so an automatic confirmation of receipt could be sent.</p>
<p>Council failed to properly investigate complaint about noise nuisance caused by animals on neighbour's land.</p>	<p>Council agreed to open a new investigation into noise because there appeared to have been a material change in the situation.</p>	<p>None.</p>