

## Annual complaints report 2013/14: Appendix C LGO investigations

	Ref no.	Department – section	Decision	Outcome
1	12 021 037	E&R – Planning Enforcement	No fault but unacceptable delays in reaching a decision	Apology sent
2	12 017 527	E&R – Planning	Administration fault	Procedures changed
3	13 011 239	E&R Planning	Decision still to be made	Still outstanding
4	13 012 567	E&R Building Control	Not upheld	N/A
5	13 010 151	E& R Planning	Did not cause significant injustice	N/A
6	13 013 485	E&R Planning	No fault	N/A
7	13 013 710	CS – Council Tax	No fault	N/A
8	13 0178 91	E&R Planning	Decision still to be made	Still outstanding
9	13 015 306	E&R Waste	There was fault leading to injustice	£100
10	13 008 336	E&R Future Merton	No administrative fault	N/A
11	13 016 595	E&R Planning	Injustice caused to the complainant	£600
12	12 020 096	CS – Council tax recovery	Fault which caused an injustice	N/A
13	12 004 165	CS – Customer Services Revs & Bens	Injustice caused	£150
14	13 013 079	CS – Customer Services Council Tax	Fault causing unnecessary distress and time and trouble in attending court	£100
15	13 000 426	CS & E&R PCN Bailiff	Injustice caused	£250 (offset against debt)
16	12 007 829	CS & E&R PCN Bailiff car removal	Fault	£1,250
17	13 012 454	CSF	Injustice caused	£300
18	13 015 268	CSF Education	Fault remedy council apologise and procedural changes.	Apology sent & procedures changed
19	13 006 532	CSF - SEN	Fault	£1,500
20	13 015 714	ASC	No significant injustice but fault in the way social worker spoke to family and friends	Apology
21	13 014 000	ASC	Decision still to be made	No decision
22	13 003 098	C&H	No maladministration.	N/A
<b>Total paid was £4,000 plus £250 which was offset against a debt</b>				

Decision Notices			
23	12 021 173	E&R - Parking	Outside jurisdiction
24	13 000 742	E&R - Parking	Outside jurisdiction
25	12 021 187	E&R – Planning	Other suitable appeal process
26	13 005 681	ER – Parking	Other suitable appeal process
27	12 012 292	ASC	The council already gave a suitable remedy for injustice
28	13 005 263	HR	Outside jurisdiction
29	13 005 739	CS – Revs and Bens	Other suitable appeal process
30	13 008 713	CS – Council Tax	Not enough evidence of fault by the Council to warrant investigation

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