

Appendix

| No | LGO Reference | Service | Details of Complaint | Complaint Upheld or Dismissed |
|----|----------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 19 018 620 | N/A | Complaint about HBC staff parking in residential areas | Dismissed after initial enquiry. HBC not the highways authority |
| 2 | 19 019 1990 | Planning | Complaint that the Council failed to properly deal with a planning application for developing a site adjacent to the individual's home. He complained the site levels were raised and it was unreasonable for the Council not to take enforcement action. | Ombudsman investigated and found there was fault because the site level changes were not picked up when the application was decided. On balance the ombudsman did not find the outcome of the planning application would have been different. However, the Council agreed to make a payment of £250 to recognise the time and trouble he was put to when raising his complaint. The Council also agreed to carry out a review of how officers assess existing and proposed site levels when dealing with planning applications and to consider what further training or guidance it needs to provide to try to ensure that changes in site levels are picked up and properly considered on planning applications in future. |
| 3 | 201915234 | Housing & Property Services | Complaint about how the Council dealt with his issue relating to ASB, noise coming from his neighbour | Paragraph 19(a) of the Housing Ombudsman Scheme states that the Ombudsman can only consider a complaint from a person who is, or has been, in a landlord/tenant relationship with the landlord complained about. This means that this case is outside the jurisdiction of the ombudsman to consider as the resident does not fall within the persons who can access the Housing Ombudsman's services. The resident, therefore may wish to consider seeking independent legal advice on his options in this matter. |
| 4 | 20 001 193 | Planning | Complaint about application to amend planning conditions and alleged inaccuracies | Closed after initial enquiries and no further action taken because Ombudsman of the view that nothing to suggest fault by the Council or injustice to the complainant |
| 5 | 19 -17 466/IT7 | Planning | Complaints that North Yorkshire County Council and Harrogate Borough Council have failed to take action to bring roads on complainant's estate up to adoptable standard. | Awaiting outcome of investigation |
| 6 | 20 005 841 | Revenues and Benefits | Complaint that the Council did not give the complainant a COVID-19-related business grant | Complaint dismissed. The Ombudsman decided not to investigate this complaint because the evidence it had seen does not suggest fault by the Council |
| 7 | 20 010 077 | Corporate affairs | Complaint about council officer | Closed the Ombudsman advised that it had no jurisdiction |
| 8 | 202009814 | Housing & Property Services | Alleged failure to respond as landlord to tenants complaint on time | The tenant has been responded to and matters now in hand. No investigation after initial enquiry. |
| 9 | 20 010 010 | Planning | Complaint about planning permission and impact on amenity of complainant's property | Complaint is awaiting allocation to an Investigator. |