

APPENDIX 1

LOG Ombudsman Referrals 01-04-2018 to 31-03-2019

Submission Req'd/Sub	Details			Decision/Date	Action Plan Y/N
	Comp Ref No	Department			
18/04/18	101001737014	Chief Executive	Complaint that we had created unnecessary delay in processing an insurance claim for personal injury sustained due to trip in darkness resulting from failed street lighting.	18/04/18 – SPSO considered complaint – content with Council investigation and took no action.	N
8/05/2018	101001693577	Housing	Complaint about the impact of noise at their home due to the lack of sound insulation.	03/08/18 - SPSO satisfied with actions of Housing department and took no action.	N
7/6/2018	No complaint recorded	Legal	Complaint that we had failed to act regarding issues associated with the Falconer Trust	10/07/18 - SPSO agreed that this was a legal issue that should be considered through formal court process and took no action	N
15/6/2018	101001810969 and 101001833540	ICS – SW	Complaints that: (a) The council's refusal to allow the employment of a family member as a personal assistant was unreasonable and not in accordance with statutory national guidance; (b) The council unreasonably failed to	10/09/19 – SPSO did not uphold complaint issues (a) and (b) and upheld complaint about issue (c) providing the following guidance: Feedback for the Moray Council SPSO identified that the Council failed to provide all complaint information to them within set timescales and recommended that	Y

			explain their rationale for visiting the children in care and (c) The council's handling of the complaint was unreasonable. (<i>upheld</i>)	staff get support to complete such requests in future. They noted the council's apology and acceptance that this was below the standard expected in this regard.	
17/07/2018	101001679003	Direct Services	Complaint that Zurich Insurance refused a claim arising from vehicle damage caused by a pothole	10/08/18 – SPSO did not take complaint forward as they were satisfied that the Council had followed policy	N
06/08/2018	101001679003	ICS - SW	Complex complaint issues arising from two children being placed into and managed in care through due legal process.	Ongoing	N
14/11/2018	101001818426	Procurement	Complaint that Council awarded a contract to a non-qualified company	14/11/2018 - SPSO did not take complaint forward as they do not have jurisdiction over contractual matters	N
19/11/2018	101001758015	ICS - SW	Complaint that staff unreasonably raised the issue of permanence during a Child Review meeting	1/3/2019 – SPSO did not take the complaint forward concluding the Social Work staff followed due process	N
12/06/2018	101001854885	ICS - SW	Complaint that a staff member had exercised poor practice in the management of a child's case	Ongoing	N
06/09/2018	101001653456	Housing	Complaint that staff fitted a	1/3/2019 – SPSO did not take the	N

			faulty bathroom toilet	complaint forward concluding that Council found no fault and had offered the complainant the opportunity to replace the toilet at their own expense	
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