

Outcome Date	Issue	Conclusion	Learning Points
April 2018	Mr A, complains that the Council holds him liable for business rates and has asked the court to grant a liability order.	The Ombudsman will not investigate this complaint. This is because the matter will be decided in court.	None for the Council
May 2018	Ms B complains about the Council's decision to charge 150% Council Tax on an empty property.	The Ombudsman will not investigate this complaint. This is because she can appeal the Council's decision that the property was empty to the Tribunal.	None for the Council
June 2018	Mr Y, complains a local councillor breached the code of conduct by meeting privately with a developer. Mr Y is unhappy about how the Council dealt with complaints about this matter.	We will not investigate this complaint. Mr Y is not caused significant personal injustice from his complaint; we cannot achieve the outcome he seeks; and it is unlikely the Council acted with fault.	None for the Council
June 2018	Miss D says the Council failed to notify her about a planning application for new homes near her property in 2016 and failed to consider the impact of the plans on her amenity.	I have completed the investigation and upheld the complaint. I do not see there is a significant unremedied injustice to Miss D.	The Council has improved its procedural checks since this case to prevent similar failings happening again.
11 June 2018	Mr G says the Council failed to notify him about a planning application for new homes near his property in 2016. He also complains about the Council's planning enforcement investigation.	I have found evidence of fault but no significant unremedied injustice. I am completing the investigation and have upheld the complaint.	The Council has improved its procedural checks regarding planning applications since this case to prevent similar failings happening again.

21 June 2018	Mr A complains about fly tipping in his road. He says Thanet District Council's response to his concerns was inadequate	I have discontinued my investigation into fly tipping, at Mr A's request.	Rubbish was removed and complaint was withdrawn
8 August 2018	Mr X, complains about the Council's failure to take prompt enforcement action against his neighbour. As a result he says that he has been left with an extended wall which causes maintenance problems to his property and affects his amenity.	The Ombudsman should not investigate this complaint. This is because there is insufficient evidence of fault on the Council's part which would warrant an investigation.	None for the Council
Oct 2018	Ms B complains the Council has consistently missed recycling collections in her road since July 2017 which has caused her inconvenience and frustration.	Ms B has not been caused injustice as a result of fault by the Council and we will not pursue the complaint any further.	Problems in collecting the recycling bins from her street are the result of the narrowness of the road and residents and visitors parking their vehicles in such a way which prevents access for the collection vehicles.
Oct 2018	The complainant whom I shall refer to as Mr X complains about the way the Council dealt with and approved a planning application at a neighbouring property causing him distress.	We found fault because the Council misrepresented rooms in Mr X's property in its planning report. But this fault did not cause Mr X an injustice.	Council will investigate further allegations of breaches

Oct 2018	Mr X complains the Council has refused to give permission for emergency works on a listed building or agree with his view that he can lawfully do the work. Mr X says the Council failed to properly assess his request to replace an insecure window and do urgent structural repairs.	The Ombudsman will not investigate Mr X's complaint about the Council refusing his request to do urgent works on a listed building. Mr X has a right of appeal to the planning inspector because the Council has refused his formal application for the works.	None for the Council
Oct 2018	Mrs X says the Council is at fault for missing recycling collections in her road on many occasions this year. She says her refuse collections have not been missed and therefore she questions why there have been problems with her recycling collections.	I have ended my investigation as the Council has agreed to take the above action.	I note that collections have improved since monitoring was put in place. I recommended the Council continue monitoring collections for the next six months. I also suggested the Council ensures that two refuse lorry drivers are familiar with the route so that suitable cover can be provided should the regular driver be unavailable. The Council agreed.
Nov 2018	Mrs X, complains that the Council failed to take appropriate action against her landlord or provide her with housing support. She states this has resulted in her living in unsuitable accommodation.	There is no evidence of fault with the Council's inspections of disrepair issues or in its enforcement of selective licensing conditions. But, at times, its communication with Mrs X should have been clearer. The Council should have also taken a homelessness	Apologise to Mrs X for the distress, frustration and uncertainty she has experienced. Issue a guidance note to relevant staff about good communication between the homelessness and housing

		application earlier.	allocation departments to ensure no homelessness applications are missed.
Nov 2018	Mr B, complained that in 1994 the Council pursued court action against him for non-payment of business rates when he had paid the amount demanded. He told us he received a prison sentence.	The Ombudsman will not investigate Mr B's complaint This is because we cannot investigate complaints about the Council's commencement or conduct of court proceedings, Mr B's complaint is late and I have decided not to exercise discretion to investigate it after such a significant lapse of time.	None for the Council
Dec 2018	Mr B complains the Council has regularly failed to make a waste collection from his property over the past 12 months.	The problems of missed waste collections have been resolved and I do not, therefore, consider there are grounds to investigate the complaint further.	The Council introduced a smaller collection vehicle on 1 October which has resolved the issues.
Dec 2018	Miss X, complains about the Council's decision to withdraw its green waste collection service. She says she wishes to continue recycling her green waste and that the service, which residents pay for, should be re-instated.	The Ombudsman should not investigate this complaint. This is because there is insufficient evidence of fault which would warrant an investigation.	None for the Council
Jan 2019	Mr B, is dissatisfied with the Council's responses to his information requests.	The Ombudsman will not investigate this complaint about the Council's response to the complainant's freedom of information requests. This is because it is reasonable to	None for the Council

		expect the complainant to have pursued his concerns with the Information Commissioner.	
Jan 2019	Mr X, complains the Council delayed in taking action against the owner of land near to his house which adversely affected the amenity of the area.	The Ombudsman will not investigate Mr X's complaint. It is unlikely we would find fault causing Mr X significant injustice or that investigation would achieve any worthwhile outcome for him.	None for the Council
Feb 2019	Mr and Mrs X, complain the Council failed to consider the impact of a new side-facing window, approved as part of a wider proposal for development to their neighbour's property, on their privacy.	The Ombudsman will not investigate Mr and Mrs X's complaint. It is unlikely we would find fault by the Council causing Mr and Mrs X significant injustice.	None for the Council
Feb 2019	Ms X complains the Council has refused their application to join the housing register.	The Council is at fault as it has not properly considered the information Ms X supplied in support of her application. It has agreed to do so now.	Within one month of the date of this final decision, the Council has agreed to reconsider the information supplied The Council should clearly set out how it reached its decision and what information it took into account.
Mar 2019	Miss X, complains a Council officer has breached political impartiality by re posting a comment from an MP on social media.	We cannot investigate as Miss X does not complain as a member of the public. The complaint is therefore outside our legal remit.	None for the Council

Mar 2019	Mr J, is a landlord. He complains on behalf of his tenant (Ms K), his builder and letting agent, about the behaviour of a Council officer.	The Ombudsman upholds the complaint and has agreed recommendations, including an apology.	The Council to write a procedure, that may help in future in clarifying what the Council expects of its officers, when they carry out listed building site visits. A senior officer from the Council write to the three complainants apologising for the fault. The Council share with its planning enforcement officers my final decision and the Ombudsman's Principles of Good Administrative Practice guidance.