

APPENDIX 4

SUMMARY OF REPORTS FROM PSOW WEBSITE ('OUR FINDINGS' SECTION) RELATING TO RCT CBC 2023-2024

Subject

Housing

Outcome

Early resolution

Mr S complained that Rhondda Cynon Taf County Borough Council had failed to respond to the complaint he submitted to it in September 2022.

The Ombudsman concluded that although the Council did respond verbally, it had not provided procedural information within a formal written response in line with its statutory complaint's procedure. She said this caused confusion and frustration to Mr S.

As an alternative to an investigation, the Ombudsman sought and gained the Council's agreement to provide Mr S with a written explanation of how it investigated his concerns at the time, and an apology for not writing to him sooner. The Council agreed to complete the above within 30 working days.

Subject

Planning and Building Control

Outcome

Early resolution

Ms F complained that Rhondda Cynon Taf County Borough Council failed to respond to her concerns about a planning application that had been made.

The Ombudsman decided that whilst the Council had responded to a vast amount of correspondence from Ms F, it had failed to provide a formal complaint response. She said that this caused frustration and uncertainty to Ms F. She decided to settle the complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to apologise and provide an explanation to Ms F for the failure to issue a complaint response and issue a Stage 2 complaint response within 4 weeks.

Subject

Childrens Social Services

Outcome

Early resolution

Mr G complained that Rhondda Cynon Taff Borough Council failed to comply with its complaint's procedure in relation to his concerns about children's social services.

The Ombudsman found that there had been a delay in the Council issuing a Stage 1 complaint response. Furthermore, the Council failed to respond to all of Mr G's emails. She said that this caused frustration and uncertainty to Mr G. She decided to settle the complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to provide the necessary apologies and explanations for the oversights and issue a Stage 2 complaint response within 5 weeks.

Subject

Various Other

Outcome

Early resolution

Mr X complained that Rhondda Cynon Taf County Borough Council failed to response to his complaint submitted to it 2 months ago.

The Ombudsman decided that there had been a delay and administrative oversight in formally acknowledging receipt of the complaint or providing an update to the complainant. The Ombudsman said this caused frustration and uncertainty to Mr X. She decided to settle the complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to issue its complaint response within 2 weeks, which should also include an apology and explanation for the oversight in not formally acknowledging receipt of the complaint, and for the lack of update since the complaint was made.

Subject

Tree management/TPOs/High hedges

Outcome

Early resolution

Mr B complained that Rhondda Cynon Taf County Council had not responded to his complaint about an uneven and broken surface along one of the Council's cycling and walking routes.

The Ombudsman found that while the Council was not responsible for the section of the route complained about it had not informed Mr B of this, or that it had referred the matter to the body responsible.

The Ombudsman contacted the Council and in resolution of Mr B's complaint it agreed to, within 20 working days, write an apology letter for not keeping him updated. The Ombudsman considered this to be an appropriate resolution and did not investigate.

Subject

Other

Outcome

Early resolution

Mrs F complained that Rhondda Cynon Taf County Borough Council failed to escalate her complaint to stage two of the social services complaints procedure.

The Ombudsman found that there had been a delay by the Council to progress Mrs F's complaint. She said this caused inconvenience and frustration for Mrs F. The Ombudsman decided to settle the complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to apologise to Mrs F, pay her redress of £50 for the delay and to appoint an independent investigator within one month.

Subject

Environment and Environmental Health

Outcome

Early resolution

Mr C complained that Rhondda Cynon Taff County Council failed to repair his blocked gully and did not issue a response to his complaint.

The Ombudsman found that whilst the Council had logged service requests it failed to log Mr C's concerns as a complaint. She said that this caused frustration and uncertainty to Mr C. She decided to settle his complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to write to Mr C with an apology for its failure to log his concerns as a complaint and issue a complaint response within 4 weeks.

Subject

Other

Outcome

Early resolution

Miss X complained that Rhondda Cynon Taf County Borough Council had failed to respond to her complaint submitted to it in December 2023.

The Ombudsman decided that the Council had overlooked the complaint. She said this caused delays, frustration and uncertainty to Miss X. She decided to settle the complaint without an investigation.

The Ombudsman sought and gained the Council's agreement to issue its response, which should include an apology for the delay within 3 weeks.