

West Devon BC  
Decisions made in period (Apr 2015 - Mar 2016)

	Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes
1	15 020 129	Revs and Bens	Overpayment on Council Tax	19/04/16	Premature	The Council dealt with complainant's complaint and she was happy with the Council's explanation. No further return to the Ombudsman	N/a
2	16 000 903	Disability grant	Builder did not do as promised as far as neighbour was concerned	19/05/16	Not going to investigate	Too old and insufficient evidence of any fault	N/a
3	16 001 836	Planning	Change of use delay in planning - subsequent reduction in council tax also delayed	28/06/16	Premature	2nd stage had not been completed. This was then done and no further return to Ombudsman	N/a
4	14 010 129	Environment Services	2 bus parking slots in town centre car park	16/08/16	Not going to investigate	Too old and insufficient evidence of any fault	N/a
5	16 008 870	Planning	Previously agreed remedy of wall rendering and painting not completed.	26/01/17	Partial fault	Ombudsman upheld previous solution suggested by Council at stage 2 - £200 compensation to cover cost of complainant's rendering & painting themselves	Historic difficulties with Enforcement - issues being resolved. Changes to personnel within Enforcement and Ombudsman Link Officer allowed this to drag on. All now resolved.
6	16 017 239	Planning	Allegation that neighbour's planning application was wrongly granted; breach of garage use, HMO unlicensed	18/03/17	Premature	Stage 2 of the complaints process had not been completed. 2nd stage response sent 21/3/17	N/a - outcome will be reported in next year's figures.