

LOCAL GOVERNMENT OMBUDSMAN

COMPLAINTS 1st April 2012 – 31st March 2013

Complaint	Department	LGO's First Letter	WDBC's First Reply	Number of Days (LGO allows 20 days for first reply)	LGO's Final Decision
Refuse Collection Bere Alston	Environmental Services	24th August 2012	13th September 2012	14	Resolved locally
Development in an established estate Yelverton	Planning	7th September 2013	27th September 2013	15	Investigation discontinued
Refuse Collection Heathfield, Tavistock	Environmental Services	10th January 2013	Complaint put through Council's Complaints procedure	-	Not to initiate an investigation
Neighbour extension Yelverton	Planning	29th June 2012	20th July 2012	16	Investigation discontinued
Development of flats – lack of sound proofing	Building Control	30th August 2013	Complaint put through Council's Complaints procedure	-	Not to initiate an investigation complainants could seek redress from Council's insurers through the courts
Noise/Anti-Social Behaviour	Environmental Health	8th November 2012	20th November 2012 (by EH direct to LGO)	9	Investigation discontinued