

## Appendix 2

### Local Government & Social Care Ombudsman – Fylde Council Annual Review letter 2022/23 – Complaint statistics

#### Complaints received by Ombudsman

Reference	Authority	Category	Received
22001771	Fylde Borough Council	Benefits & Tax	11/05/2022
22003682	Fylde Borough Council	Planning & Development	20/06/2022
22004058	Fylde Borough Council	Planning & Development	24/06/2022
22007838	Fylde Borough Council	Planning & Development	10/10/2022
22016744	Fylde Borough Council	Environmental Services & Public Protection & Regulation	08/03/2023

#### Complaints decided by Ombudsman (those upheld shaded yellow)

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21016670	Fylde Borough Council	Planning & Development	07/04/2022	Closed after initial enquiries	Not warranted by alleged fault		
21018288	Fylde Borough Council	Planning & Development	01/08/2022	Upheld	fault & inj	Apology	
22001771	Fylde Borough Council	Benefits & Tax	18/05/2022	Closed after initial enquiries	Other Agency better placed		
22003682	Fylde Borough Council	Planning & Development	28/06/2022	Closed after initial enquiries	26B(2) not made in 12 months		
22007838	Fylde Borough Council	Planning & Development	30/01/2023	Upheld	fault & inj	Apology, Procedure or policy change/ review	The Council was at fault because it cannot produce a copy of a case officer report. It agreed to correct its records by writing a post-decision case officer report that explains issues and recommendations. This report will be saved on its planning file and uploaded to its website. The Council was at fault because it cannot produce a copy of a case officer report. The Council will report what has happened at the next scheduled meeting of its planning committee, so the members and the public can be made aware of the fault found, and it is placed on the public record through committee papers and minutes.

### Compliance with Ombudsman recommendations

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
21018288	Fylde Borough Council	Planning & Development	31-Jul-22	Apology	01-Sep-22	22-Aug-22	Remedy complete and satisfied
22007838	Fylde Borough Council	Planning & Development	30-Jan-23	Apology Procedure or policy change/review	08-Mar-23	08-Mar-23	Remedy complete and satisfied