

# INFORMATION ITEM



REPORT OF		MEETING	DATE	ITEM NO
MONITORING OFFICER	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE		1 NOVEMBER 2016	8
LOCAL GOVERNMENT OMBUDSMAN REPORT – NOISE COMPLAINT				

## PUBLIC ITEM

This item is for consideration in the public part of the meeting.

### SUMMARY OF INFORMATION

The report introduces the Local Government Ombudsman report into a complaint made by a resident that the Council harassed her because of her neighbours' noise nuisance complaints against her; and did not properly look into her noise nuisance complaints about her neighbour.

The Ombudsman found there was no fault in the Council's treatment of Ms X when it investigated a number of noise nuisance complaints against her. The Ombudsman did, however find fault with the Council, as it did not address Ms X's noise nuisance complaints against her neighbour in a timely manner. The Council has agreed to apologise to Ms X for the delays it caused.

The Ombudsman is satisfied with this suitable remedy.

### SOURCE OF INFORMATION

Ombudsman Report (reference number: 15 018 266)

### LINK TO INFORMATION

[Local Government Ombudsman Report](#)

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

Although the Ombudsman found only minor fault in the way the Council handled the noise complaint, in finding fault, a formal report is required to members.

Members are to note the report that concludes the Ombudsman is satisfied with the Council's remedy and no further action is required.

### FURTHER INFORMATION

Contact Tracy Morrison, Monitoring Officer. Tel 01253 658658.