

**Report of the Monitoring Officer**

**REPORT OF THE MONITORING OFFICER**

1. Purpose of Report

The Local Government Ombudsman (LGO) has made a finding of injustice in respect of the Council failing to respond to an e-mail in timely manner.

2. Recommendation

**The Committee is asked to NOTE the report.**

3. Detail

In summary, the complainant contacted the Council regarding the consultation undertaken in relation to the demolition of a garage site.

The Council found that no fault was undertaken during the consultation process. This was further confirmed by the LGO. However, an e-mail that was sent by the complainant to a former employee was not responded to. Upon being alerted to this, the Council provided a full response to the complainant's e-mail.

It should be noted that despite the Council providing the information to the LGO demonstrating a full response was provided to the missed e-mail on two separate occasions, the LGO initially concluded that no response was issued. The Council challenged this and the information was provided for a third time. The LGO revised the decision to demonstrate that the Council had provided a response.

Despite the above, the LGO found that not responding to the e-mail in a timely manner caused the complainant injustice. However, the LGO was satisfied that the appropriate action was undertaken to remedy to the complaint before the complaint progressed to the them.

No further action was required by the Council.

The full report is attached as an appendix.

4. Financial Implications

The comments of the Head of Finance Services were as follows:

No financial implications associated with this report.

5. Legal Implications

The comments of the Head of Legal Services were as follows:

There are no direct legal implications arising from this report.

6. Human Resources Implications

The comments from the Human Resources Manager were as follows:

N/A

7. Union Comments

The Union comments were as follows:

N/A

8. Climate Change Implications

The Comments from the Waste and Climate Change Manager were as follows:

N/A

9. Data Protection Compliance Implications

This report does not contain any [OFFICIAL (SENSITIVE)] information and there are no Data Protection issues in relation to this report.

10. Equality Impact Assessment

N/A

11. Background Papers

Nil