

Appendix 3

Monmouthshire County Council – Other planning matters

Case reference 201408420 – Report issued June 2015

Mr I complained that the Council failed to properly consider taking enforcement action in respect of a site near his property from 11 July 2014 to date. He also said that the Council failed to handle his complaint about the matter appropriately, including that it failed to deal with it within the relevant timescale and failed to keep him informed throughout the investigation.

The Ombudsman did not agree that the Council failed to properly consider whether to take enforcement action. He found that the Council had given consideration to relevant factors and reasonable and rational assessment was made of the effect of the development on amenity. The Council reached a reasonable decision not to take enforcement action. He did not uphold the complaint.

The Ombudsman was however critical of some aspects of the complaint handling. He found that the complainant was not kept informed throughout the process and the Council did not outline in a letter from the Head of Service that some of the report's recommendations may have been unachievable. The report was also not produced within timescale. The Ombudsman upheld this aspect of the complaint.

The Ombudsman recommended that:

- a) within one month of the date of the final report, the Council should apologise to Mr I for the maladministration identified;
- b) within one month of the date of the final report, the Council should make a payment to Mr I of £200;
- c) within one month of the date of the final report, the Council should reflect upon the shortcomings identified in the report and consider whether further training should be offered to relevant staff as a result.