

The Ombudsman's final decision

Summary: We will not investigate this complaint about the complainant's banding on the housing register. This is because the Council has moved the complainant's application into a higher band.

The complaint

1. The complainant, whom I refer to as Ms X, complained the Council would not place her in band B on the housing register. She wanted the Council to give her a house or move her into band B.

The Ombudsman's role and powers

2. The Ombudsman investigates complaints about 'maladministration' and 'service failure', which we call 'fault'. We must also consider whether any fault has had an adverse impact on the person making the complaint, which we call 'injustice'. We provide a free service, but must use public money carefully. We do not start an investigation if the problem has been resolved. (*Local Government Act 1974, section 24A(6)*)

How I considered this complaint

3. I considered information provided by Ms X and the Council. I also considered our Assessment Code and invited Ms X to comment on a draft of this decision.

My assessment

4. I asked the Council for some information about the complaint. In response, the Council explained that after Ms X had complained to us, she submitted new medical evidence to the Council. The Council assessed the new evidence and in January told Ms X it had awarded band B on the housing register.
5. I will not investigate this complaint because the Council awarded band B after Ms X provided new medical evidence. Ms X now has the outcome she was hoping to achieve.

Final decision

6. I will not start an investigation because the Council has placed Ms X's housing application in band B.

Investigator's decision on behalf of the Ombudsman