

The Ombudsman's final decision

Summary: We will not investigate this complaint about the type of Electric Vehicle charging points installed in the Council's area. This is because there is not enough evidence of fault.

The complaint

1. The complainant, whom I shall refer to as Mr X, complained about the type of Electric Vehicle (EV) charging point installed in the Council's area. Mr X is unhappy the chargers use a particular type of charging plug (CCS). This is not compatible with Mr X's own EV, which uses a different type of plug (CHAdeMO).

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 or may decide not to continue with an investigation if we decide there is not enough evidence of fault to justify investigating. (Local Government Act 1974, section 24A(6), as amended, section 34(B))
3. We consider whether there was fault in the way an organisation made its decision. If there was no fault in the decision making, we cannot question the outcome. (Local Government Act 1974, section 34(3), as amended)

How I considered this complaint

4. I considered information provided by the complainant.
5. I considered the Ombudsman's Assessment Code.

My assessment

6. In its responses to Mr X's complaint the Council has explained the rationale behind the type of charger it has installed. This includes the fact that CHAdeMO as a standard is being phased out and replaced with CCS. The Council has therefore decided to prioritise CCS. The Council said it was unfortunate Mr X's vehicle was not compatible with the new standard. But most modern and future EVs would be able to use the Council's chargers.
7. We will not start an investigation into Mr X's complaint. This is because the Council has offered a proportionate and reasonable response to Mr X's complaint.

It has explained why it has selected a particular type of charger. Ultimately, this is a decision for the Council, not the Ombudsman. While I understand Mr X is disappointed with the Council's decision, there is not enough evidence of fault in how the Council has acted to warrant an investigation.

Final decision

8. We will not investigate Mr X's complaint because there is not enough evidence of fault.

Investigator's decision on behalf of the Ombudsman