

Local Government
OMBUDSMAN

17 January 2017

Mr Robin Smith
15 Grosvenor Drive
WHITLEY BAY
NE26 2JP

Your ref:

Our ref: 16 013 065

(Please quote our reference when contacting us
and, if using email, put the number in the email subject header)

If telephoning please contact: 0330 403 4647

email address: S.Gill@coinweb.lgo.org.uk

Dear Mr Smith

Complaint against North Tyneside Metropolitan Borough Council

I sent you a draft decision on your complaint, and I have considered your comments on.

In the light of your comments I have made some amendments to my final decision. I understand you disagree with the way the Council manages the park. However, I have not found any evidence to support the contention that the Council has made decisions on park management which it is not entitled to make, even though you may disagree with those actions.

Also we will not normally investigate a complaint unless there is good reason to believe that the complainant has suffered significant personal injustice as a direct result of the actions or inactions of the Council. You have confirmed that your complaint is not personal, but in the consideration of other park users. I therefore consider that you have not suffered significant personal injustice as a result of the Council's actions. I have now decided not to investigate your complaint.

The enclosed statement sets out my decision and explains my reasons for it. The Ombudsman must by law tell the Council the decision on your complaint, so I have sent it a copy of the statement. In the statement I have referred to you as Mr X. I have now closed the case.

We usually publish our decision statements on our website. But we do not include names or details that could allow people to identify you or others involved. If you are concerned about the enclosed statement being published, please let me know as soon as possible and I will consider whether there are good reasons not to publish it.

We normally destroy our record of your complaint details 12 months after the date of our decision, except for the decision letter and statement of reasons which we will destroy after five years.

Yours sincerely

A handwritten signature in black ink that reads "Sarah Gill". The signature is written in a cursive style with a large initial 'S'.

Sarah Gill
Investigator

Enc: Decision statement