



UTTLESFORD DISTRICT COUNCIL

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Chief Executive: John Mitchell



Mrs A Johnson

3 September 2008

Request-2565-5a2aa800@whatdotheyknow.com

Please ask for Peter Snow on 01799 510430
email: psnow@uttlesford.gov.uk

Dear Mrs Johnson

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Your request for information has now been considered and the information requested is shown below corresponding to the points in your email.

- a) Since April 1998 there has been one case found of maladministration which resulted in no injustice to the complainant. In addition, there were 12 cases where the Ombudsman discontinued his investigation as a local settlement was agreed. Some of these cases resulted in the payment of agreed compensation.
- b) We are not aware of any findings the Council has refused to accept.
- c) We are not aware of any findings the Council has accepted but refused to comply with either in full or in part with the Ombudsman's remedy.

Please do not hesitate to contact me if you have any further queries or concerns.

If you are dissatisfied with the handling of your enquiry then please contact the Council's Monitoring Officer Mr Michael Perry at the address given above or on mperry@uttlesford.gov.uk. Mr Perry will investigate your complaint and inform you of his decision. If you are not satisfied with the outcome of Mr Perry's investigations you may ask the Interim Chief Executive Mr John Mitchell to review his investigation and findings. Mr Mitchell may also be contacted at these offices or on jmitchell@uttlesford.gov.uk. If you do not accept Mr Mitchell's findings you have a right of appeal to the Information Commissioner at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SH9 5AF, Telephone: 01625 545 700, www.informationcommissioner.gov.uk

Yours sincerely

Peter Snow
Democratic & Electoral Services Manager