

## Appendix 3

### Ombudsman Cases 2008/2009 – Decisions Issued

#### 1 Analysis by Service Area (excl. premature complaints)

<b>Service Area</b>	<b><u>2008/09</u> <u>1.4.08-30.9.08</u></b>	<b><u>2008/9</u> <u>1.10.08-31.03.09</u></b>	<b><u>2008/9</u> <u>Total</u></b>
Oxford City Homes	6	0	6
City Development	4	1	5
Customer Services	1	3	4
City Work - Parks	1	0	1
Community Housing & Community Development	1	0	1
Environmental Development	0	1	1
<b>TOTAL</b>	<b>13</b>	<b>4</b>	<b>18</b>

#### 2 Decisions Issued - Analysis by Service Area

<b>Category</b>	<b>Number</b>	<b>Breakdown by Service Area</b>
No Maladministration	10	4 City Development 2 Oxford City Homes 1 City Works - Parks 1 Customer Services 1 Environmental Development 1 Community Housing and Development
Local Settlement (No or insufficient evidence of injustice)	4	3 Oxford City Homes 1 Customer Services
Ombudsman Discretion	1	1 City Development
Ombudsman Jurisdiction (Outside jurisdiction)	3	1 Oxford City Homes 2 Customer Services
Reports (Formal report issued)	0	
<b>Sub Total</b>	<b>18</b>	
Premature	14	
<b>Total</b>	<b>32</b>	