

Local Government
OMBUDSMAN

27 October 2016

Ms Ann Bedford
Customer Service
Bolsover District Council
Sherwood Lodge
Bolsover
S44 6NF

Our ref: 16 005 937/IT6/JF

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

If telephoning please contact: Ms J Foster on 0330 403 4120

Email address: J.Foster@coinweb.lgo.org.uk

Dear Ms Bedford

Complaint by

Thank you for your comments about my draft decision. I have carefully considered what you have said and as a result, I have made some changes to the statement. I am persuaded that the time and trouble payment should be reduced to £45.

I have now closed the complaint and enclose a copy of the final decision statement. Please send a copy of this decision notice to those contractors or employees (or ex-contractors or ex-employees) who were consulted on my draft decision. Please remind them that the law says that investigations must be conducted in private, and the complaint and information about it must not be disclosed to third parties.

Please let me know when you have completed the agreed remedy as detailed in the attached decision statement.

Yours sincerely



Jackie Foster
Investigator

Enc: Statement of my final decision

We will include this complaint in the published figures for the year ending 31 March 2017. We will record the category as: Benefits & Tax and the decision as: Upheld: maladministration and injustice.