

**SERVICE COMPLAINTS**  
**July to September 2011**

<b>The Service Complaint</b>	<b>Outcome</b>
The complainant was not satisfied with the response to his initial complaint that the Council were wrong to advise him that planning permission was required for a boundary fence.	The complaint was not upheld but it was recommended that in undertaking a review of the Council's Enforcement Policy, consideration be given to making it clear that in circumstances where enforcement action is not appropriate, the threat of enforcement action is similarly inappropriate.
The complaint related to the way in which the Council handled an enforcement case, specifically that the Council failed to take enforcement action.	Whilst the complaint was not upheld, it was recommended that a review of the Council's enforcement policy be undertaken to consider how those involved in enforcement cases can best be kept informed of progress. In a subsequent investigation, The Ombudsman did not consider that the complaint should be pursued any further.