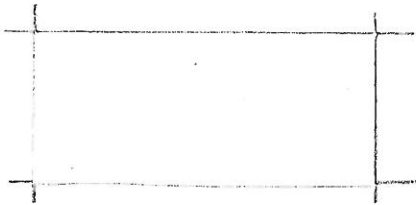


13 January 2014

# Local Government OMBUDSMAN



Your ref:

Our ref: 13 005 970

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

If telephoning please contact:

email address:

Dear Mr

**Complaint against London Borough of**

I write following our letter of 6 December 2013.

I have reviewed how Mr [redacted] handled the case to make sure that his decision was justified by evidence. After reviewing the file and looking carefully at the additional information you have provided, I appreciate you may be disappointed, but I support his decision on your complaint.

Mr [redacted] gave you his decision on 18 July 2013. He told you that the Council tax liability issue was not something the Local Government Ombudsman could consider. This was because the courts had considered matters before issuing the Charging Order. He also told you he would not be looking at your concerns about the letters the Council had sent to you about a further Housing Benefit overpayment matter. This was because this had not caused you so significant an injustice.

As you know normally the Ombudsman expects a person aggrieved by a decision made by her office to complain to her within one month of receiving that decision. You did not complain until November 2013 - some three months after receiving Mr [redacted] final decision.

I know you dispute this but there appears to be no good reason why you did not make your request within one month. However, I should say that I support Mr [redacted] decision regardless of this. In your emails since his decision, and in particular your email of 6 December 2013, you have provided no new information that would persuade me to re-open the complaint.

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Helpline: 0300 061 0614

/....

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Mr. \_\_\_\_\_

We have now finished considering your complaint and the decision is final. This completes our correspondence with you on this matter. This does not stop you from complaining to us about a new issue in the future.

Yours sincerely

\_\_\_\_\_  
Assessment Team Leader