



# South Tyneside Council

Mr Dawson  
70 Greens Place  
South Shields Tyne  
and Wear NE33 2AQ

Date: 5 October 2016  
OurRef: CX/253539

Dear Mr Dawson

I am writing in response to your letter dated 2 September 2016, which I received on my return to work 12 September 2016.

I can confirm that I am authorised to respond to you on behalf of the Council in the consideration of your complaint regarding the boat shed at UK Docks. The complaint reference numbers you have quoted both refer to this matter; 253539 refers to the more formal responses to you at stages 2 and 3 of our complaints procedure.

After considering your letter, I can again advise that there is no evidence to suggest that there has been deliberate misinformation provided by Council officers to the Local Government Ombudsman. The Ombudsman requested copies of the Council's responses to your complaint, which were provided to her. The Ombudsman considered those documents, along with your complaint to them and made their decision based on that information. They did not make any further enquiries of the Council and you are aware of their decision.

The issue of the height of the shed was dealt with in the Council's stage 2 response to your complaint and then also discussed further with you at a meeting in July 2014. As the complaint has exhausted the corporate complaints procedure, the Council would not reconsider the issue afresh as it does not materially change the complaint. I therefore consider the Local Government Ombudsman's decision final.

I refer you to my letter of 1 August 2016 to you, in which I advised you of the restrictions which could be placed on your contact with the Council should you continue to raise this matter, in accordance with our policy on unreasonable and persistent complainants. Following your further letter to myself and the email sent to Michaela Green (nee Hamilton), former stage 3 complaint investigator, I am writing to advise you that my current view is that your behaviour in respect of this complaint is unreasonable.

This is because you have:

- submitted repeated complaints, essentially regarding the same issue, after our complaints process has been exhausted,
- attempted to have the complaint reconsidered in ways that are incompatible with our adopted complaints procedure, or with good practice,
- refused to accept the decision of the Council or Local Government Ombudsman, by arguing points of detail.

For this reason, we have now placed the following restriction on your contact with the Council:

- We will not acknowledge or respond to any issues that have already been the subject of investigation by the Council, or by the Local Government Ombudsman. Any such correspondence from you will be read and placed on file, but we will not acknowledge or respond to it

We will however ensure that any new issues you raise are dealt with appropriately, but you will only receive a response to any new and substantive points of complaint you make.

These restrictions on your contact will come into effect immediately. We will review the restrictions in six months' time and the Customer Advocacy Team will keep a record of the fact that we have applied these measures.

If you have concerns that I have provided incorrect information in this letter and you wish to request a review of my decision, you should contact Mike Harding, Head of Legal Services, by writing to him at the address below:

Town Hall and Civic Offices Westoe  
Road South Shields Tyne and Wear  
NE33 2RL

Yours sincerely

**Hayley Johnson**  
**Corporate Lead Strategy and Performance**