

23 September 2023

Ms Anne Marie Trevelyan
Anne Marie Trevelyan MP
21a
Bondgate Without
ALNWICK
NE66 1PR

Our ref: 23 002 127

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

Dear Ms Trevelyan

Complaint about South Tyneside Metropolitan Borough Council

Thank you for your recent letter.

The Ombudsman asked me to decide if we can and should investigate the matter referred to. I have considered it in line with our [Assessment Code](#) and the information we sent you about our procedures. I do not need any extra information from you.

I understand Mr Dawson feels there are discrepancies with the information provided to us by the Council as part of an investigation we carried out in 2014/15 under the reference 14015052 but more than eight years have passed since this case was closed. We no longer hold any documents relating to the complaint, the decision or our consideration of the complaint, in line with our data retention policy, and the time for challenging the decision has long since passed.

I note Mr Dawson has also previously attempted to challenge the decision as part of another complaint to this Office in 2017 under the reference 17001436 but that we declined to take the matter further at that time. We closed this case more than six years ago on the basis we had already considered and decided the issues raised and again, documents relating to the case have been deleted.

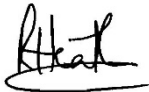
We consider that if Mr Dawson had had concerns about our decision on his initial case, including about the evidence the Council provided in support of its response to our enquiries, he should have raised these with us at the time or in a subsequent request for a review of the decision. We cannot effectively consider the issues Mr Dawson is now raising to determine whether it impacted on our decision on case 14015052 when it was made in 2015.

Because the issues Mr Dawson has raised relate to a matter we have already considered and decided it does not amount to a valid new complaint. We will not therefore consider the matter further and we will not entertain any further new complaints about it.

How we handle your personal data

You can find more information about how we manage your personal data and what we do with it in the Privacy Statement on our website (www.lgo.org.uk/privacy/). This information is also available on request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Heath', with a horizontal line underneath.

Robert Heath
Investigator

Enc: Final Decision statement