



# South Tyneside Council

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

Date: 13 November 2013  
Our ref: 230018  
Your ref:

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Dear Mr Dawson

I am writing in response to the Local Government Ombudsman's decision letter received by the Council on 8 November 2013. The investigator has made us aware of issues you had raised in response to their provisional view of your complaint and that they had advised you that you would need to raise these as new complaints with the Council.

You had noted three points you remained unhappy with, please note that point one had been decided by the Ombudsman and we will not address that point further following their decision. The Ombudsman investigator has noted that they have directed you to the RICS dispute resolution service regarding party wall issues as they are a civil matter.

However should you wish to make a complaint regarding any remaining issues which relate to services provided by the Council, please contact the Customer Advocacy Team on 0191 424 6028/9 or by email at [complaints@southtyneside.gov.uk](mailto:complaints@southtyneside.gov.uk) and we will log your complaint for investigation.

Yours sincerely

**Alison Hoy**  
**Performance and Information Support Officer**  
**Customer Advocates Team**  
**Strategy and Performance**