

Reference	Category	Decided	Decision	Decision Reason	Remedy
17018755	Environmental Services & Public Protection & Regulation	31/05/19	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, Provide services
18000410	Planning & Development	14/06/19	Not Upheld	no mal	
18018155	Planning & Development	15/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
18018756	Benefits & Tax	11/07/19	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble
18019369	Environmental Services & Public Protection & Regulation	30/04/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
18019931	Benefits & Tax	07/05/19	Closed after initial enquiries	26(6)(a) tribunal HB	
19000416	Benefits & Tax	09/09/19	Not Upheld	no mal	
19000611	Environmental Services & Public Protection & Regulation	03/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19001393	Benefits & Tax	18/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19002547	Environmental Services & Public Protection & Regulation	12/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19004602	Benefits & Tax	19/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19005973	Environmental Services & Public Protection & Regulation	10/07/19	Referred back for local resolution	Premature Decision - advice given	
19006268	Planning & Development	05/09/19	Closed after initial enquiries	26(6)(c) Court remedy	
19008803	Benefits & Tax	08/11/19	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19008924	Housing	14/01/20	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19010569	Housing	22/11/19	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord	

Reference	Category	Decided	Decision	Decision Reason	Remedy
19013168	Highways & Transport	05/11/19	Referred back for local resolution	Premature Decision - advice given	
19013532	Corporate & Other Services	20/02/20	Closed after initial enquiries	Not warranted by alleged injustice	
19013794	Other	13/11/19	Advice given	Signpost - go to complaint handling	
19015074	Environmental Services & Public Protection & Regulation	06/12/19	Referred back for local resolution	Premature Decision - advice given	
19016020	Environmental Services & Public Protection & Regulation	19/02/20	Closed after initial enquiries	Not warranted by alleged mal/service failure	
19016225	Housing	06/02/20	Upheld	Injustice remedied during BinJ complaint processes	
19016263	Other	24/12/19	Advice given	Signpost - go to complaint handling	
19016660	Planning & Development	31/03/20	Closed after initial enquiries	26B(2) not made in 12 months	
19020643	Planning & Development	09/03/20	Referred back for local resolution	Premature Decision - advice given	
19020737	Corporate & Other Services	10/03/20	Referred back for local resolution	Premature Decision - advice given	