THE LONDON BOROUGH www.bromley.gov.uk

BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8 313 4316 CONTACT: Steve Wood

DIRECT LINE:

FAX: 020 8290 0608 DATE: 5 September 2017

To: Members of the GP&L Committee

The documents listed below have been published as information items supplementary to agenda item 8 which is the Annual Ombudsman's Letter.

MARK BOWEN
Director of Corporate Services

Copies of the documents referred to below can be obtained from http://cds.bromley.gov.uk/

QUESTIONS ON THE GP&L INFORMATION BRIEFING:

The Briefing comprises:

- 1 LETTER FROM THE LOCAL GOVERNMENT AND SOCIAL WORK OMBUDSMAN (Pages 3 8)
- 2 LOCAL GOVERNMENT OMBUDSMAN DECISIONS (Pages 9 10)
- 3 LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS RECEIVED (Pages 11 16)



Lolaformationeltem 1
Social Care
OMBUDSMAN

20 July 2017

By email

Doug Patterson Chief Executive London Borough of Bromley

Dear Doug Patterson

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the 'Social Care Ombudsman' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

During the year we issued one public report against your Council regarding a complaint made on behalf of a man who received no support for six months due to failings in the move from children's to adult care services. Our investigation found that children's services ended the man's support package even though adult care services had not put any arrangements in place to support him. We also found there were a number of discrepancies that called into question the way adult care services determined the level of support the man should receive.

We recommended the Council should pay a sum equivalent to the cost of the missed respite and support. Once the support was withdrawn the man's parents became responsible for providing all of his needs and we recommended a further payment to them to acknowledge the stress and difficulties this caused. Given the questions over the level of support he should receive, we also recommended the Council reassess the man and his mother's needs and draw up appropriate support plans. We recommended the Council should pay a sum equivalent to the cost of any additional missed provision identified by the reassessment. In addition we recommended the Council review its transition policy and procedures.

The Council has now agreed to our recommendations. However it is of concern that the Council initially denied fault and offered explanations and justifications for its actions that were not borne out by the evidence. It is also of concern that the Council questioned the impact of its failings on the man and his family despite clear references in its own records that the family was in crisis and unable to cope.

As with previous years we have, again, had concerns about your Council's cooperation with our enquiries, in particular when responding to our enquiries into complaints about its adult care services. We ask authorities to reply to our enquiries within one month; a target met in most cases. There were at least six occasions this year where your Council took at least twice as long to reply and did not give advance warning that there would be a delay. In one case responses were received four months after the original response time given and only after my Assistant Ombudsman wrote to you personally.

My investigators have also highlighted concerns that responses are not always comprehensive and require further enquiries to be made. On three occasions the response to enquiries referred to other documents that were not enclosed. There is also evidence of delays in responding to draft decisions. This is not the first time we have noted delays by the Council in its complaint handling. This reflects poorly on the Council as it suggests it does not place enough importance on resolving complaints. It also causes deep frustration for those who complain to us who are kept waiting for us to complete our investigations. I trust, therefore, that the Council will reflect on its performance in this area and consider how it can improve over the year ahead.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine
 mistakes and service failures, <u>and</u> the authority has agreed to remedy the complaint
 by implementing the recommendations made following an investigation, I feel that the
 duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to
 the council summarising the findings on all upheld complaints over a specific period.
 In a small authority this may be adequately addressed through an annual report on
 complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my
 recommendations following a finding of maladministration, I would always expect the
 Monitoring Officer to report this to members under section five of the Act. This is an
 exceptional and unusual course of action for any authority to take and should be
 considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely

Michael King

Local Government and Social Care Ombudsman for England Chair, Commission for Local Administration in England

Local Authority Report: London Borough of Bromley

For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website: http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
37	32	6	28	10	9	30	7	0	159

	Decisions made					Detailed In	vestigations		
	Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upl	held	Uphold Rate	Total
_	5	1	76	28	22	33		60%	165
aye	Notes					Complaints	s Remedied		
,	Our uphold rate is calculated in relation to the total number of detailed investigated. The number of remedied complaints may not equal the number of upheld complaints is because, while we may uphold a complaint because we find fault, we may always find grounds to say that fault caused injustice that ought to be remedied.					by LGO	Satisfactorily by Authority before LGO Involvement		
						28	0		

This page is left intentionally blank

Control Cont						
1	F					
Company Comp	1					
Control Cont	2		<u> </u>		7 1 1	
1.	3		<u> </u>			Apology, Financial Redress, Procedure Change
State Company Compan	5		<u> </u>			Null
Company Comp	6		<u> </u>	<u>u</u>		
1. 1. 1. 1. 1. 1. 1. 1.	7		· · ·			
Company Comp	8		<u> </u>	Adult Care Services	7 1	
1.	9					
1 10 10 10 10 10 10 10	10		· /			
10	11		<u> </u>	V 1		
1. Staff Color Control Company Company Color C	12		<u> </u>		0 1 1	
Company Comp	14		<u> </u>	i e		
Description of the body in branch Section Description Descriptio	15		<u> </u>			
10 10 10 10 10 10 10 10	16					
1. 1. 1. 1. 1. 1. 1. 1.	17		J			
10 10 10 10 10 10 10 10	18	15013476 London Borou	gh of Bromley	Planning & Development	08-Sep-16 Upheld	Null
1.10 1.10	19		<u> </u>			
1	20					
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	21					
25 1555-155 1555			· /			
1			<u> </u>			
1			<u> </u>			11401
2. SOLITO CONTRIBUTION OF STREET, CONTRIBUTION OF STRE			<u> </u>			
20 100	-		2			[- · · · · · ·]
3. St. 1983 Large Sporting of Burster. Trouble Control of Destroy. Add Case Personal Control of Destroy. Add	28	15017676 London Borou	gh of Bromley	Planning & Development	20-May-16 Not Upheld	Null
10 1985 Lorder Search 1985	29		<u> </u>	<u> </u>		
Comment Comm	30		· · ·	i e		
Section Common December of Burniery Companies & Common Section Common Sect	31		¥			
15 150	32		<u> </u>	U	0 11	Apology,Other Remeay
15 15 15 15 15 15 15 15	33		· /			Null
1000000000000000000000000000000000000	35		<u> </u>			
17.000000000000000000000000000000000000			<u> </u>			
10000756 Uniform Broady of Browneys Services & Public Potention & Regulation Oxf-Ap-116 Referred back for local resolution Oxf-Ap-116 Referred back for local resolu	37		7			1 07
2000/0706 John Personny of Browning of Browning Add Euros Services 10 April (Referred back for local masked back for local m	38			Adult Care Services	15-Aug-16 Upheld	Financial Redress
40 10000064 London Executy of Exercises (10 Lycels) (1	39		J	Environmental Services & Public Protection & Regulation	04-Apr-16 Referred back for local resolution	Null
10001131 London Brough of Bromley Apoll, Care Services	40					
Secretary Secr	41					
Security Control Records of Permiss Security Control Records Security	42					
Hospital Control Results of Pormity Hospital Control Results of Po	43					
16 9000379 (Lindon Boscuph of Borruley Company Borruley Company Services 19-April 19 (Boscupherselmalid Multi- 17 1900381 (Lindon Boscuph of Borruley April Corrus Services 19-April 19 (Boscupherselmalid Multi- 18 19 19 19 19 19 19 19 19 19 19 19 19 19	44		<u> </u>			
189-April Referred back for load resolution 189-April Referred bac	46		<u> </u>		<u> </u>	
SOURCE FOLL-Codes Brorough of Bromsley A Code Services 2.5 Nove-16 [Journal of Browning A Code Services 2.5] Provided Foundation (Code Services 2.5) Provided Foundati	47		<u> </u>			
BODO7380 London Brough of Bramley Aulu Care Services A Public Protection & Regulation 19-May-10 Referred back for local resolution Null 19-May-10	48		<u> </u>		<u> </u>	
150000983 Control Borough of Boronley Environmental Services & Public Protection & Regulation 22-Apr-16 Referred back for local resolution 53 (16001101) London Borough of Bromley Highway & Trinsport 25-Apr-16 Referred back for local resolution 54 (16001101) London Borough of Bromley Highway & Trinsport 25-Apr-16 Referred back for local resolution 54 (16001101) 54 (16001101	49		<u> </u>	Adult Care Services		
1600 1600	50		<u> </u>			, 8 ,
16001100 London Brough of Bromley Highways & Transport 25-Ap-16 Referred back for local resolution Noll	51		<u> </u>			
	52		<u> </u>			
16001287 Condon Borough of Bromley Education & Childrens Services 14-Jun-16 Closed after initial enquiries Null	53			<u> </u>		
	55		'			
	56		<u> </u>			
18001371 London Borough of Bormley Adult Care Services 0.5-Dec-16 Closed after initial enquiries Null	57		<u> </u>			
1901/1486 London Borough of Bromley Housing 22-Aug-16 Not Upheld Null	58	16001371 London Borou	gh of Bromley		05-Dec-16 Closed after initial enquiries	
15001555 London Borough of Bromley Education & Childrens Services 0.3-Jan-17 Not Upheld Null Financial Redress, Reassessmen, Other Remedy	59	16001486 London Borou	gh of Bromley		19-May-16 Referred back for local resolution	
	60		<u> </u>	<u> </u>	<u> </u>	
1600256 London Borough of Bromley Education & Childrens Services 23-Jun-16 Closed after Initial enquiries Null	61					1.14
16002153 London Borough of Bromley Education & Childrens Services 16-May-16 Referred back for local resolution Null	62		<u> </u>	i e		·
65 16002329 London Borough of Bromley Benefits & Tax 03-Jun-16 Advice given Null	64					
66 16002356 London Borough of Bromley Education & Childrens Services 04-Qct-16 Upheld Apology, Other Remedy	65			- "		Null
16002565 London Borough of Bromley Housing 19-Dec-16 Not Upheld Null	66					Apology,Other Remedy
	67					
70 16003094 London Borough of Bromley Education & Childrens Services 09-Jun-16 Referred back for local resolution Null 71 16003461 London Borough of Bromley Benefits & Tax 19-Jun-16 Referred back for local resolution Null 72 16003696 London Borough of Bromley Housing 15-Jun-16 Referred back for local resolution Null 73 16003696 London Borough of Bromley Housing 15-Jun-16 Referred back for local resolution Null 74 16003705 London Borough of Bromley Housing 15-Jun-16 Referred back for local resolution Null 75 16003892 London Borough of Bromley Housing 11-Oct-16 Upheld Apology 76 16003895 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 77 16004105 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 78 16004142 London Borough of Bromley Benefits & Tax 23-Jun-16 Referred back for local resolution Null 79 16004142 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 80 16004917 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 80 16004917 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null 81 16005271 London Borough of Bromley Highways & Transport 16-Aug-16 Closed after initial enquiries Null 82 16005881 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null 83 16005812 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null		16002600 London Borou	gh of Bromley	Adult Care Services	22-Jul-16 Not Upheld	
71 16003461 London Borough of Bromley Education & Childrens Services 09-Jun-16 Referred back for local resolution Null Null 15-Jun-16 Referred back for local resolution Null Null 16003696 London Borough of Bromley Housing 15-Jun-16 Referred back for local resolution Null Null 16003705 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null Null 16003705 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null Null 176 16003892 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null Null 176 16003895 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 177 16004105 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 178 16004142 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 179 16004405 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 179 16004405 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 179 16004405 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 179 16004405 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 179 16004604 London Borough of Bromley Benefits & Tax 15-Jun-16 Referred back for local resolution Null 15-Aug-16 Closed after initial enquiries Null 15-Jun-16 Referred back for local resolution Null 15-Aug-16 Closed after initial enquiries Null 15-Jun-16 Referred back for local resolution Null 15-Aug-16 Closed after initial enquiries Nul	69		<u> </u>			
13-Jun-16 Referred back for local resolution Null 15-Jun-16 Referred back for local resolution Null 16-Out-16 Upheld Apology 16-Out-16 Referred back for local resolution Null 17-Out-16 Upheld Apology 17-Out-16 Referred back for local resolution Null 18-Out-16 Referred back for local resolution Null 18-Out-17 London Borough of Bromley Highways & Transport 15-Jun-16 Referred back for local resolution Null 18-Out-17 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null 18-Out-17 London Borough of Bromley Highways & Transport 26-Jun-16 Closed after initial enquiries Null 18-Out-18-Dundon Borough of Bromley Highways & Transport 12-Aug-16 Closed after initial enquiries Null 18-Out-18-Dundon Borough of Bromley Highways & Transport 12-Aug-16 Closed after initial enquiries Null 18-Out-18-Dundon Borough of Bromley Highways & Transport 12-Aug-16 Closed after initial enquiries Null	70		¥			
15-Jun-16 Referred back for local resolution Null	/1					
15-Jun-16 Referred back for local resolution Null 75 16003892 London Borough of Bromley Housing 76 16003965 London Borough of Bromley Benefits & Tax 77 16004105 London Borough of Bromley Adult Care Services 78 16004102 London Borough of Bromley Benefits & Tax 79 16004102 London Borough of Bromley Benefits & Tax 70 16004103 London Borough of Bromley Benefits & Tax 70 16004104 London Borough of Bromley Benefits & Tax 71 16004105 London Borough of Bromley Benefits & Tax 72 16004104 London Borough of Bromley Benefits & Tax 73 16004104 London Borough of Bromley Benefits & Tax 74 16004104 London Borough of Bromley Benefits & Tax 75 16004104 London Borough of Bromley Benefits & Tax 76 16004104 London Borough of Bromley Benefits & Tax 77 16004604 London Borough of Bromley Benefits & Tax 78 16004104 London Borough of Bromley Benefits & Tax 79 16004604 London Borough of Bromley Benefits & Tax 70 15004604 London Borough of Bromley Benefits & Tax 71 15005207 London Borough of Bromley Highways & Transport 72 15005409 London Borough of Bromley Highways & Transport 73 16005409 London Borough of Bromley Highways & Transport 74 16005409 London Borough of Bromley Highways & Transport 75 1600409 London Borough of Bromley Highways & Transport 76 1600409 London Borough of Bromley Highways & Transport 77 1600400 London Borough of Bromley Highways & Transport 78 1600400 London Borough of Bromley Highways & Transport 79 1600400 London Borough of Bromley Highways & Transport 70 1500400 London Borough of Bromley Highways & Transport 71 1500400 London Borough of Bromley Highways & Transport 71 1500400 London Borough of Bromley Highways & Transport 71 1500400 London Borough of Bromley Highways & Transport 71 1500400 London Borough of Bromley Highways & Transport 72 1600400 London Borough of Bromley Highways & Transport 73 1600400 London Borough of Bromley Highways & Transport 74 1500400 London Borough of Bromley Highways & Transport 75 1600400 London Borough of Bromley 76 1600400 London Borough of Broml	72		<u> </u>			
11-Oct-16 Upheld Apology 16 16003892 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 17 16004105 London Borough of Bromley Adult Care Services 23-Sep-16 Referred back for local resolution Null 18 16004142 London Borough of Bromley Benefits & Tax 15-Jul-16 Referred back for local resolution Null 19 16004643 London Borough of Bromley Benefits & Tax 15-Jul-16 Referred back for local resolution Null 19 16004643 London Borough of Bromley Benefits & Tax 15-Jul-16 Referred back for local resolution Null 19 16004643 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null 18 16005271 London Borough of Bromley Corporate & Other Services 16 16 2 Jul-16 Closed after initial enquiries Null 17 16 2 Jul-16 Closed after initial enquiries Null 18 16005412 London Borough of Bromley Highways & Transport 18 16 2 Jul-16 Closed after initial enquiries Null 18 16 3 16 3 Jul-16 Borough of Bromley Highways & Transport 19 16 2 Jul-16 Closed after initial enquiries Null 10 17 2 Jul-16 Borough of Bromley Highways & Transport 10 2 Jul-16 Closed after initial enquiries Null 11 2 Jul-16 Referred back for local resolution Null 12 Jul-16 Closed after initial enquiries Null 13 16 3 Jul-16 Borough of Bromley Highways & Transport 14 Jul-16 Referred back for local resolution Null 15 Jul-16 Closed after initial enquiries Null	74		·	<u> </u>		
76 16003965 London Borough of Bromley Benefits & Tax 20-Jun-16 Incomplete/Invalid Null 77 16004105 London Borough of Bromley Adult Care Services 23-Sep-16 Referred back for local resolution Null 78 16004142 London Borough of Bromley Benefits & Tax 15-Jul-16 Referred back for local resolution Null 79 16004643 London Borough of Bromley Benefits & Tax 01-Jul-16 Referred back for local resolution Null 80 16004917 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null 81 16005271 London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null 82 16005469 London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null 83 16005812 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null 84 16005841 London Borough of Bromley Housing 19-Aug-16 Closed after initial enquiries Null	75		<u> </u>			
77 16004105 London Borough of Bromley Adult Care Services 23-Sep-16 Referred back for local resolution Null 78 16004142 London Borough of Bromley Benefits & Tax 15-Jul-16 Referred back for local resolution Null 79 1600463 London Borough of Bromley Benefits & Tax 01-Jul-16 Referred back for local resolution Null 80 16004917 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null 81 16005271 London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null 82 16005480 London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null 83 16005812 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null 84 16005841 London Borough of Bromley Housing 19-Aug-16 Closed after initial enquiries Null			,	<u> </u>		
7816004142 London Borough of BromleyBenefits & Tax15-Jul-16 Referred back for local resolutionNull7916004643 London Borough of BromleyBenefits & Tax01-Jul-16 Referred back for local resolutionNull8016004917 London Borough of BromleyHighways & Transport15-Aug-16 Closed after initial enquiriesNull8116005271 London Borough of BromleyCorporate & Other Services08-Aug-16 Closed after initial enquiriesNull8216005469 London Borough of BromleyHighways & Transport26-Jul-16 Closed after initial enquiriesNull8316005812 London Borough of BromleyHighways & Transport12-Aug-16 Referred back for local resolutionNull8416005841 London Borough of BromleyHousing19-Aug-16 Closed after initial enquiriesNull	77		<u> </u>			
16004917 London Borough of Bromley Highways & Transport 15-Aug-16 Closed after initial enquiries Null Corporate & Other Services 08-Aug-16 Closed after initial enquiries Null London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null Highways & Transport 26-Jul-16 Closed after initial enquiries Null Highways & Transport 12-Aug-16 Referred back for local resolution Null Highways & Transport 12-Aug-16 Referred back for local resolution Null Housing Null	78	16004142 London Borou	gh of Bromley	Benefits & Tax	15-Jul-16 Referred back for local resolution	Null
81 16005271 London Borough of Bromley Corporate & Other Services 08-Aug-16 Closed after initial enquiries Null 82 16005469 London Borough of Bromley Highways & Transport 26-Jul-16 Closed after initial enquiries Null 83 16005812 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null 84 16005841 London Borough of Bromley Housing Housing Null	79		<u> </u>			
8216005469 London Borough of BromleyHighways & Transport26-Jul-16 Closed after initial enquiriesNull8316005812 London Borough of BromleyHighways & Transport12-Aug-16 Referred back for local resolutionNull8416005841 London Borough of BromleyHousing19-Aug-16 Closed after initial enquiriesNull	80		· · ·			
83 16005812 London Borough of Bromley Highways & Transport 12-Aug-16 Referred back for local resolution Null 84 16005841 London Borough of Bromley Housing 19-Aug-16 Closed after initial enquiries Null	81		,		<u> </u>	
84 16005841 London Borough of Bromley Housing 19-Aug-16 Closed after initial enquiries Null	82		<u> </u>			
	გ <i>1</i>		· /		<u> </u>	
1 00 //ug Toptioned back for brothing portions a ran	85		<u> </u>	<u> </u>	<u> </u>	
		. 5555550 Estidoit Boiou	21 21011110y	1	1 55	p :

86 16005891 Landon Borough of Bromley Adult Care Services 26-Jul-16 Referred back for local resolution Null 87 16005890 Landon Borough of Bromley Environmental Services & Public Protection & Regulation 27-Jul-16 Referred back for local resolution Null 88 16005629 Landon Borough of Bromley Benefits & Tax 0.7-Aug-16 Referred back for local resolution Null 90 16006450 Landon Borough of Bromley Education & Childrens Services 0.7-Aug-16 Referred back for local resolution Null 91 16006526 Landon Borough of Bromley Education & Childrens Services 0.7-Aug-16 Referred back for local resolution Null 92 16007145 Landon Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 93 16007145 Landon Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 94 16007145 Landon Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 95 16007145 Landon Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 96 16007145 Landon Borough of Bromley Education & Childrens Services 2.7-Aug-16 Referred back for local resolution Null 97 16007145 Landon Borough of Bromley Highways & Tarnsport Highways & Tarnspo	
88 16006025 London Borough of Bromley Sentines Adult Care Services 27-Jul-16 Referred back for local resolution Null	
88 160000252 London Borough of Bromley Senties 27-Jul-16 Referred back for local resolution Null 90 160000450 London Borough of Bromley Education & Childrens Services 07-Aug-16 Referred back for local resolution Null 90 160000450 London Borough of Bromley Education & Childrens Services 07-Aug-16 Referred back for local resolution Null Apology, Financial Redress 16-Dec-16 Upheld Apology, Financial Redress Null Apology, Financial Redress Apol	
89 160006450 London Borough of Bromley Benefits & Tax 01-Aug-16 Referred back for local resolution Null 90 160006450 London Borough of Bromley Benefits & Tax 16-Dec-16 Upheld Apology, Financial Redress 91 160006526 London Borough of Bromley Benefits & Tax 16-Dec-16 Upheld Apology, Financial Redress 92 160007146 London Borough of Bromley Benefits & Tax 14-Sep-16 Closed after initial enquiries Null 93 160071455 London Borough of Bromley Arthit Care Services 18-Jan-17 Upheld Null 94 16007432 London Borough of Bromley Hiphways & Transport 16-Sep-16 Referred back for local resolution Null 96 16007455 London Borough of Bromley Hiphways & Transport 16-Sep-16 Referred back for local resolution Null 97 16007455 London Borough of Bromley Hiphways & Transport 22-Aug-16 Referred back for local resolution Null 98 16007767 London Borough of Bromley Hiphways & Transport 24-Feb-17 Upheld Null 99 16007977 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 100 16007971 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 101 16008131 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 102 16008313 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 103 1600866 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 104 1600867 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 105 1600867 London Borough of Bromley Hiphways & Transport 19-Sep-16 Closed after initial enquiries Null 102 1600867 London Borough of Bromley Hiphways & Transport 19-Sep-16 Referred back for local resolution Null 103 1600867 London Borough of Bromley Hiphways & Transport 19-S	
9 16006450 London Borough of Bromley Education & Childrens Services 03-Aug-16 Referred back for local resolution Null 91 16006526 London Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 92 16007145 London Borough of Bromley Education & Childrens Services 14-Sep-16 Closed after initial enquiries Null 94 16007432 London Borough of Bromley Adult Care Services 18-Jan-17 Upheld Null 95 16007435 London Borough of Bromley Highways & Transport 16-Sep-16 Referred back for local resolution Null 96 16007435 London Borough of Bromley Highways & Transport 16-Sep-16 Referred back for local resolution Null 97 16007545 London Borough of Bromley Adult Care Services 23-Aug-16 Referred back for local resolution Null 97 16007545 London Borough of Bromley Adult Care Services 21-Sep-16 Closed after initial enquiries Null 98 16007767 London Borough of Bromley Adult Care Services 21-Sep-16 Closed after initial enquiries Null 99 16007970 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 101 16008131 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 102 16008313 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 103 16008368 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 104 16008587 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 105 16008588 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 106 16008587 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 107 16008580 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 108 16008587 London Borough of Bromley Benefi	
91 16006526 London Borough of Bromley Benefits & Tax 16-Dec-16 Upheld Apology, Financial Redress 92 16007146 London Borough of Bromley Adult Care Services 18-Jan-17 Upheld Null Mull Mu	
92 16007145 London Borough of Bromley 93 16007452 London Borough of Bromley 94 16007432 London Borough of Bromley 95 16007435 London Borough of Bromley 96 16007435 London Borough of Bromley 97 16007435 London Borough of Bromley 98 16007435 London Borough of Bromley 99 16007435 London Borough of Bromley 90 16007435 London Borough of Bromley 90 16007435 London Borough of Bromley 91 16007435 London Borough of Bromley 92 16007435 London Borough of Bromley 93 16007435 London Borough of Bromley 94 London Borough of Bromley 95 16007435 London Borough of Bromley 96 16007435 London Borough of Bromley 97 16007435 London Borough of Bromley 98 16007435 London Borough of Bromley 99 16007457 London Borough of Bromley 100 1600747 London Borough of Bromley 100 1600878 London Borough of Bromley 100 1600878 London Borough of Bromley 100 1600878 London Borough of Bromley 100 1600887 London Borough of Bromley 100 16008887 London Borough of Bromley 100 16008888 London Borough of Bromley 100 1600888 London Borough of Bromley 100 160088 London Borough of Br	
93 16007155 London Borough of Bromley Adult Care Services 18 Jan-17 Upheld Null	
94 16007432 London Borough of Bromley Benefits & Tax 23-Aug-16 Referred back for local resolution Null 95 16007435 London Borough of Bromley Highways & Transport 16-Sep-16 Referred back for local resolution Null 96 18007435 London Borough of Bromley Education & Childrens Services 23-Aug-16 Referred back for local resolution Null 97 16007543 London Borough of Bromley Adult Care Services 24-Feb-17 Upheld Apolgy,Other Remedy 98 16007906 London Borough of Bromley Corporate & Other Services 21-Sep-16 Closed after initial enquiries Null 99 16007906 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 100 16007971 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 101 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 102 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null 103 16008366 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 104 16008587 London Borough of Bromley Senefits & Tax 30-Sep-16 Referred back for local resolution Null 105 16008658 London Borough of Bromley Senefits & Tax 14-Sep-16 Referred back for local resolution Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 109 16008896 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 110 16008782 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null	
95 16007458 London Borough of Bromley 96 16007458 London Borough of Bromley 97 16007543 London Borough of Bromley 98 16007677 London Borough of Bromley 99 1600767 London Borough of Bromley 99 1600767 London Borough of Bromley 90 16007906 London Borough of Bromley 100 16007906 London Borough of Bromley 101 16008131 London Borough of Bromley 102 16008313 London Borough of Bromley 103 16008361 London Borough of Bromley 104 16008587 London Borough of Bromley 105 16008587 London Borough of Bromley 106 16008361 London Browagh of Bromley 107 16008361 London Browagh of Bromley 108 16008361 London Browagh of Bromley 109 16008361 London Browagh of Bromley 109 16008361 London Browagh of Bromley 100 16008361 London Browagh of Bromley 100 16008361 London Browagh of Bromley 101 16008361 London Browagh of Bromley 102 16008361 London Browagh of Bromley 103 16008365 London Browagh of Bromley 104 16008567 London Browagh of Bromley 105 16008365 London Browagh of Bromley 106 16008690 London Browagh of Bromley 107 16008360 London Browagh of Bromley 108 16008690 London Browagh of Bromley 109 16008361 London Browagh of Bromley 109 16008690 London Browagh	
95 16007458 London Borough of Bromley 96 16007458 London Borough of Bromley 97 16007543 London Borough of Bromley 98 16007677 London Borough of Bromley 99 1600767 London Borough of Bromley 99 1600767 London Borough of Bromley 90 16007906 London Borough of Bromley 100 16007906 London Borough of Bromley 101 16008131 London Borough of Bromley 102 16008313 London Borough of Bromley 103 16008361 London Borough of Bromley 104 16008587 London Borough of Bromley 105 16008587 London Borough of Bromley 106 16008361 London Browagh of Bromley 107 16008361 London Browagh of Bromley 108 16008361 London Browagh of Bromley 109 16008361 London Browagh of Bromley 109 16008361 London Browagh of Bromley 100 16008361 London Browagh of Bromley 100 16008361 London Browagh of Bromley 101 16008361 London Browagh of Bromley 102 16008361 London Browagh of Bromley 103 16008365 London Browagh of Bromley 104 16008567 London Browagh of Bromley 105 16008365 London Browagh of Bromley 106 16008690 London Browagh of Bromley 107 16008360 London Browagh of Bromley 108 16008690 London Browagh of Bromley 109 16008361 London Browagh of Bromley 109 16008690 London Browagh	
96 16007458 London Borough of Bromley Education & Childrens Services 23-4-g-16 Referred back for local resolution Apology, Other Remedy 98 16007677 London Borough of Bromley Corporate & Other Services 21-Sep-16 Closed after initial enquiries Null 99 16007906 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 99 16007907 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 90 16008313 London Borough of Bromley Adult Care Services 11-Mar-17 Not Upheld Null 90 16008313 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 90 16008313 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution 103 16008368 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution 104 16008587 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution 105 16008675 London Borough of Bromley Housing 16008742 London Borough of Bromley Housing 16008742 London Borough of Bromley Housing 16008742 London Borough of Bromley Housing 16008782 London Borough	
97 15007543 London Borough of Bromley Adult Care Services 24-Feb-17 Upheld Apology, Other Remedy 98 15007967 London Borough of Bromley Corporate & Other Services 21-Sep-16 Closed after initial enquiries Null 99 15007906 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 100 15007971 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 101 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 102 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null 103 16008366 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 104 16008575 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 105 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 109 16008836 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 110 16008742 London Borough of Bromley Housing 19-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Housing 28-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Education & Childrens Services 12-Sep-16 Referred back for local resolution Null 113 16009455 London Borough of Bromley Housing 28-Sep-16 Referred back for local resolution Null 114 16009456 London Borough of Bromley Housing 28-Sep-16 Referred back for local resolution Null 115 16009477 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null 111 16009456 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null	
98 16007976 London Borough of Bromley Corporate & Other Services 21-Sep-16 Closed after initial enquiries Null 100 16007971 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 101 16008131 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 102 16008313 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 103 1600836 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 104 16008587 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 105 16008615 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 106 16008620 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 108 16008825 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 109 16008825 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 109 16008826 London Borough of Bromley Adult Care Services 10-Peb-17 Upheld Financial Redress, Apology 109 16008826 London Borough of Bromley Environmental Services 29-Sep-16 Referred back for local resolution Null 110 16009426 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Housing Housing 26-Sep-16 Referred back for local resolution Null 113 16009452 London Borough of Bromley Housing	
99 16007906 London Borough of Bromley Highways & Transport 19-Sep-16 Closed after initial enquiries Null 100 16007971 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 101 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 102 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null 103 16008361 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 104 16008572 London Borough of Bromley Benefits & Tax 17-Oct-16 Closed after initial enquiries Null 105 16008585 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008826 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 16009256 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 111 16009477 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 113 16009525 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 115 16009477 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 116 17 18 18 18 18 18 18 18 18 18 18 18 18 18	
100 16007971 London Borough of Bromley Adult Care Services 31-Mar-17 Not Upheld Null 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 16008361 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null 16008587 London Borough of Bromley Corporate & Other Services 17-Oct-16 Closed after initial enquiries Null 16008587 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 16008659 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 16008659 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 16008782 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 160088782 London Borough of Bromley Housing 10-Feb-17 Upheld Financial Referes, Apology 10-Feb-17 Null 16009466 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009466 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 110 16009466 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 111 16009477 London Borough of Bromley Adult Care Services 19-Jan-17 Upheld Financial Redress 11-Jan-17 Upheld	
101 16008131 London Borough of Bromley Adult Care Services 16-Mar-17 Not Upheld Null 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null Null 16008586 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null Null 16008587 London Borough of Bromley Corporate & Other Services 17-Oct-16 Closed after initial enquiries Null 16008587 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 16008658 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 16008659 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology Financial Redress, Apology 1600838 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009386 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009386 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009386 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009386 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009386 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 16009387 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 17009387 London Borough of Bromley Housing 29-Sep-16 Referred back for local resolution Null 17009387 London Borough of Bromley Housing 29-Sep-16 Referred back for local resolution Null 17009387 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null 17009387 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null 17009387 London Borough of Bromley Housing 30-Sep-16 Ref	
102 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null 16008366 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null Null 16008587 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null Null 105 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null Null 108 16008782 London Borough of Bromley Environmental Services Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null Null 10009226 London Borough of Bromley Housing 19-Sep-16 Referred back for local resolution Null Null 10009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 110 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 111 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null Null 110 16009525 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null Null 110 16009525 London Borough of Bromley Housing 30-Sep-16 Referred back for local resolution Null Null 110 16009525 London Borough of Bromley Housing 30-Sep-16 Referred back for local Redress Null Period P	
102 16008313 London Borough of Bromley Adult Care Services 08-Sep-16 Referred back for local resolution Null 103 16008366 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution Null Null 104 16008587 London Borough of Bromley Benefits & Tax 17-Ot-16 Closed after initial enquiries Null Null 105 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null Null 108 16008782 London Borough of Bromley Environmental Services Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null Null 16009226 London Borough of Bromley Housing 19-Sep-16 Referred back for local resolution Null 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 110 16009466 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009467 London Borough of Bromley Adult Care Services 29-Sep-16 Referred back for local resolution Null 111 16009467 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
103 16008366 London Borough of Bromley Benefits & Tax 30-Sep-16 Referred back for local resolution 104 16008587 London Borough of Bromley Corporate & Other Services 17-Oct-16 Closed after initial enquiries Null Null 105 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 16009226 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 110 16009477 London Borough of Bromley Adult Care Services 12-Sep-16 Referred back for local resolution Null 111 16009477 London Borough of Bromley Adult Care Services 12-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 12-Sep-16 Incomplete/Invalid Null 113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
104 16008587 London Borough of Bromley Corporate & Other Services 17-Oct-16 Closed after initial enquiries Null 105 16008665 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution Null 106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 1600926 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
105 16008655 London Borough of Bromley Benefits & Tax 14-Sep-16 Referred back for local resolution 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution 17 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution 17 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution 19-Sep-16 Referred back for local resolution Null 10 1600826 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 11 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 11 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 11 16009455 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
106 16008690 London Borough of Bromley Highways & Transport 15-Sep-16 Referred back for local resolution Null 107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
107 16008742 London Borough of Bromley Housing 16-Sep-16 Referred back for local resolution Null 108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
107 16008742 London Borough of Bromley 16008782 London Borough of Bromley 16008782 London Borough of Bromley 16008836 London Borough of Bromley 16008836 London Borough of Bromley 16008836 London Borough of Bromley 170 16008836 London Borough of Bromley 170 16009226 London Borough of Bromley 170 16009226 London Borough of Bromley 170 1600926 London Borough of Bromley 170 1	
108 16008782 London Borough of Bromley Adult Care Services 10-Feb-17 Upheld Financial Redress, Apology 109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 1600926 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
109 16008836 London Borough of Bromley Environmental Services & Public Protection & Regulation 19-Sep-16 Referred back for local resolution Null 110 16009226 London Borough of Bromley Housing 26-Sep-16 Referred back for local resolution Null 111 16009466 London Borough of Bromley Education & Childrens Services 29-Sep-16 Referred back for local resolution Null 112 16009477 London Borough of Bromley Adult Care Services 12-Jan-17 Upheld Financial Redress 113 16009525 London Borough of Bromley Housing Null	
11016009226 London Borough of BromleyHousing26-Sep-16 Referred back for local resolutionNull11116009466 London Borough of BromleyEducation & Childrens Services29-Sep-16 Referred back for local resolutionNull11216009477 London Borough of BromleyAdult Care Services12-Jan-17 UpheldFinancial Redress11316009525 London Borough of BromleyHousing30-Sep-16 Incomplete/InvalidNull	
11116009466 London Borough of BromleyEducation & Childrens Services29-Sep-16 Referred back for local resolutionNull11216009477 London Borough of BromleyAdult Care Services12-Jan-17 UpheldFinancial Redress11316009525 London Borough of BromleyHousing30-Sep-16 Incomplete/InvalidNull	
11216009477London Borough of BromleyAdult Care Services12-Jan-17UpheldFinancial Redress11316009525London Borough of BromleyHousing30-Sep-16Incomplete/InvalidNull	
113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
113 16009525 London Borough of Bromley Housing 30-Sep-16 Incomplete/Invalid Null	
115 16009877 London Borough of Bromley Planning & Development 07-Oct-16 Referred back for local resolution Null	
117 16010055 London Borough of Bromley Environmental Services & Public Protection & Regulation 11-Oct-16 Referred back for local resolution Null	
118 16010059 London Borough of Bromley Planning & Development 02-Feb-17 Closed after initial enquiries Null	
119 16010167 London Borough of Bromley Housing 12-Oct-16 Referred back for local resolution Null	
120 16010559 London Borough of Bromley Education & Childrens Services 20-Oct-16 Referred back for local resolution Null	,
121 16010619 London Borough of Bromley Housing 17-Nov-16 Referred back for local resolution Null	
122 16010653 London Borough of Bromley Education & Childrens Services 22-Nov-16 Closed after initial enquiries Null	
123 16011089 London Borough of Bromley Housing 02-Feb-17 Upheld Financial Redress, Procedure Change	
124 16011255 London Borough of Bromley Benefits & Tax 07-Dec-16 Closed after initial enquiries Null	
125 16011586 London Borough of Bromley Adult Care Services 08-Nov-16 Referred back for local resolution Null	
126 16011712 London Borough of Bromley Housing 06-Mar-17 Upheld Apology, Other Remedy	
127 16011858 London Borough of Bromley Corporate & Other Services 02-Dec-16 Closed after initial enquiries Null	
128 16011896 London Borough of Bromley Housing 14-Nov-16 Referred back for local resolution Null	
129 16011950 London Borough of Bromley Planning & Development 25-Nov-16 Closed after initial enquiries Null	
131 16012475 London Borough of Bromley Adult Care Services 08-Dec-16 Closed after initial enquiries Null	
132 16012661 London Borough of Bromley Environmental Services & Public Protection & Regulation 16-Feb-17 Closed after initial enquiries Null	
133 16012667 London Borough of Bromley Adult Care Services 28-Nov-16 Referred back for local resolution Null	
134 16013279 London Borough of Bromley Benefits & Tax 08-Dec-16 Referred back for local resolution Null	
135 16013281 London Borough of Bromley Benefits & Tax 08-Dec-16 Referred back for local resolution Null	
136 16013374 London Borough of Bromley Benefits & Tax 12-Dec-16 Referred back for local resolution Null	
I LONE INTERPRETARIA DICTULI DI DILI DI DICTULI DI DICTULI DI DICTULI DI DICTULI DI DICTULI DI DICT	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null	
13716013450 London Borough of BromleyAdult Care Services27-Jan-17 Closed after initial enquiriesNull13816014168 London Borough of BromleyHousing03-Jan-17 Referred back for local resolutionNull13916014667 London Borough of BromleyEducation & Childrens Services11-Jan-17 Referred back for local resolutionNull14016014699 London Borough of BromleyPlanning & Development14-Feb-17 Closed after initial enquiriesNull	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 1601502 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015177 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016042 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 1601502 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015177 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 20-Jan-17 Referred back for local resolution Null 146 16016042 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Adult Care Services 03-Feb-17 Referred back for local resolution Null 148 16016353 London Borough of Bromley Adult Care Services 03-Feb-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015050 London Borough of Bromley Education & Childrens Services 20-Jan-17 Referred back for local resolution Null 145 16015050 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back	
137 16013450 London Borough of Bromley Housing 03-Jan-17 Closed after initial enquiries Null 138 16011468 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null Null 1601469 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null Null 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Education & Childrens Services 14-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 145 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 147 16016353 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 148 16016421 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for loca	
137 16013450 London Borough of Bromley 138 16014168 London Borough of Bromley 139 16014667 London Borough of Bromley 140 16014699 London Borough of Bromley 140 16014699 London Borough of Bromley 141 16014699 London Borough of Bromley 142 16015092 London Borough of Bromley 143 16015172 London Borough of Bromley 144 16015172 London Borough of Bromley 145 16015050 London Borough of Bromley 146 160160533 London Borough of Bromley 147 16016353 London Borough of Bromley 148 16016421 London Borough of Bromley 149 160165151 London Borough of Bromley 140 160165152 London Borough of Bromley 141 16016353 London Borough of Bromley 142 16016353 London Borough of Bromley 143 160166151 London Borough of Bromley 144 160165051 London Borough of Bromley 145 160160505 London Borough of Bromley 146 160160515 London Borough of Bromley 147 16016353 London Borough of Bromley 148 160166515 London Borough of Bromley 149 16016515 London Borough of Bromley 140 16016515 London Borough of Bromley 140 16016515 London Borough of Bromley 141 16016353 London Borough of Bromley 142 16016515 London Borough of Bromley 143 160166515 London Borough of Bromley 144 16016515 London Borough of Bromley 145 16016525 London Borough of Bromley 146 16016635 London Borough of Bromley 147 16016353 London Borough of Bromley 148 160166515 London Borough of Bromley 149 16016515 London Borough of Bromley 140 160166150 London Borough of Bromley 150 16016515 London Borough of Bromley	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014667 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015092 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 29-Jan-17 Referred back for local resolution Null 146 16016042 London Borough of Bromley Education & Childrens Services 39-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 39-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 39-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 39-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 39-Feb-17 Referred back for local resolution Null 149 16016572 London Borough of Bromley Environmental Services & Public Protection & Regulation 13-Feb-17 Referred back for local resolution Null 151 16016572 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015157 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 145 16015056 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 147 16016353 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 148 16016042 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016353 London Borough of Bromley Adult Care Services 09-Feb-17 Referred back for local resolution Null 140 16016372 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 150 16016572 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 152 16017196 London Borough of Brom	
137 18013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 140 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014689 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 141 16015092 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015050 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015050 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 1601642 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016571 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Br	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014699 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015195 London Borough of Bromley Housing 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 147 16016333 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 16016421 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016572 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 150 16016572 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 152 16017196 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 153 16016794 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 154 16016794 London	
137 18013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014667 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 140 160146699 London Borough of Bromley Planning & Development 11-Jan-17 Referred back for local resolution Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Man-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 13-Man-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015092 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 146 16015092 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 147 16015050 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 148 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 149 16016351 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 149 16016351 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 150 16016572 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 152 16017738 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 153 16017738 London Borough of Bromley Housing 29-Mar-17 Referred back for local resolution Null	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Null 138 16014168 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution Null 140 16014697 London Borough of Bromley Education & Childrens Services 111-Jan-17 Referred back for local resolution Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Man-17 Referred back for local resolution Null 142 16015092 London Borough of Bromley Adult Care Services 13-Man-17 Referred back for local resolution Null 143 16015167 London Borough of Bromley Education & Childrens Services 13-Man-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 22-Jan-17 Referred back for local resolution Null 146 16015505 London Borough of Bromley Education & Childrens Services 22-Feb-17 Closed after initial enquiries Null 147 16015535 London Borough of Bromley Education & Childrens Services 23-Feb-17 Referred back for local resolution Null 147 16015535 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 148 16015612 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Education & Childrens Services 29-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 14016515 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 14016515 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 14016515 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 1401651657 London Borough of Bromley Housing 29-Mar-17 Referred back for local resolutio	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 (Closed after initial enquiries Null 138 1601468 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014697 London Borough of Bromley Planning & Development 14-Feb-17 (Closed after initial enquiries Null 141 16014981 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015902 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015902 London Borough of Bromley Adult Care Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 (Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Feb-17 (Referred back for local resolution Null 147 16016353 London Borough of Bromley Adult Care Services 93-Feb-17 Referred back for local resolution Null 148 16016515 London Borough of Bromley Education & Childrens Services 93-Feb-17 Referred back for local resolution Null 149 16016351 London Borough of Bromley Education & Childrens Services 93-Feb-17 Referred back for local resolution Null 149 16016351 London Borough of Bromley Education & Childrens Services 93-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Bromley Education & Childrens Services 93-Feb-17 Referred back for local resolution Null 150 16016794 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16017738 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16017738 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 1	
137 16013450 London Borough of Bromley Housing 03-Jan-17 Referred back for local resolution 139 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution 140 16014669 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution 141 16014669 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null Null 141 16014667 London Borough of Bromley Planning & Development 14-Feb-17 Closed after initial enquiries Null Null 142 16014698 London Borough of Bromley Adult Care Services 13-Mar-17 Referred back for local resolution Null 143 16015167 London Borough of Bromley Adult Care Services 14-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 145 16015605 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016042 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 160161635 London Borough of Bromley Adult Care Services 03-Feb-17 Referred back for local resolution Null 149 16016351 London Borough of Bromley Housing 03-Feb-17 Referred back for local resolution Null 149 16016352 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 150 16016372 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 150 16016372 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley Housing 15-Feb-17 Referred back for local resolution Null 151 16016794 London Borough of Bromley	
137 16013450 London Borough of Bromley Housing 0.3.1an.17 Referred back for local resolution Null	
137 16013460 London Borough of Bromley 138 16014661 London Borough of Bromley 139 16014662 London Borough of Bromley 140 16014669 London Borough of Bromley 140 16014690 London Borough of Bromley 141 16014681 London Borough of Bromley 141 16014681 London Borough of Bromley 142 16014681 London Borough of Bromley 143 16014681 London Borough of Bromley 144 16014681 London Borough of Bromley 145 16014681 London Borough of Bromley 146 16014681 London Borough of Bromley 147 16014681 London Borough of Bromley 148 16015167 London Borough of Bromley 149 16015172 London Borough of Bromley 140 16015172 London Borough of Bromley 140 16015167 London Borough of Bromley 141 16015167 London Bromley 142 16015167 London Bromley 143 16015167 London Bromley 144 16015167 London Bromley 145 16015082 London Bromley 146 16015082 London Bromley 147 16015083 London Bromley 148 16015083 London Bromley 149 16015083 London Bromley 140 16015083 London Bromley 140 16015083 London Bromley 141 16015083 London Bromley 142 16015083 London Bromley 143 16016187 London Bromley 144 16016084 London Bromley 145 16016084 London Bromley 146 16016084 London Bromley 147 16015085 London Bromley 148 16016084 London Bromley 149 16016084 London Bromley 140 1601608	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 (Closed after initial enquiries Null 138 16014667 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 14014669 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 1401467 16014687 London Borough of Bromley Education & Childrens Services 13-Jan-17 Referred back for local resolution Null 1401467 16014687 London Borough of Bromley Education & Childrens Services 13-Jan-17 Referred back for local resolution Null 1401467 1401	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after Initial enquiries Null 130 1601466 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014690 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014690 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 141 16014881 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015572 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 143 16015572 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 144 16015565 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 145 16015565 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 16016632 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016353 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016352 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016672 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016734 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 147 16016734 London Borough of Bromley Housing	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 (Closed after initial enquiries Null 139 16014687 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014687 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014687 London Borough of Bromley Education & Childrens Services 13-Jan-17 Referred back for local resolution Null 140 16014881 London Borough of Bromley Education & Childrens Services 13-Jan-17 Referred back for local resolution Null 141 16015172 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015172 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Housing 20-Jan-17 Referred back for local resolution Null 146 16016042 London Borough of Bromley Education & Childrens Services 24-Fab-17 (Closed after initial enquiries Null 147 16015172 London Borough of Bromley Education & Childrens Services 24-Fab-17 (Closed after initial enquiries Null 148 16016042 London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 149 16016042 London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 149 16016042 London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 16016042 London Borough of Bromley Housing 15-Fab-17 (Referred back for local resolution Null 16016042 London Borough of Bromley Housing 15-Fab-17 (Referred back for local resolution Null 16016042 London Borough of Bromley Housing 15-Fab-17 (Referred back for local resolution Null 16016042 London Borough of Bromley Housing 15-Fab-17 (Referred back for local resolution Null 16016042	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Adult Care Services 11-Jan-17 Referred back for local resolution Null 140 16014651 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 140 16014651 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 141 16014851 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015157 London Borough of Bromley Adult Care Services 13-Mar-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 19-Jan-17 Referred back for local resolution Null 144 16015150 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 146 160165042 London Borough of Bromley Education & Childrens Services 24-Feb-17 Referred back for local resolution Null 147 160165353 London Borough of Bromley Adult Care Services 03-Feb-17 Referred back for local resolution Null 148 160165734 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 160165735 London Borough of Bromley Education & Childrens Services 09-Feb-17 Referred back for local resolution Null 149 160165732 London Borough of Bromley Environmental Services & 09-Feb-17 Referred back for local resolution Null 149 160165732 London Borough of Bromley Louising 13-Feb-17 Referred back for local resolution Null 149 160167738 London Borough of Bromley Louising 149 149 149 149 149 149 149 149 149 149 149 149 149 149 149 149 149 149 149	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 (Closed after Initial enquiries Null 138 16014667 (London Borough of Bromley Education & Childrens Services 11-Jan-17 (Referred back for local resolution Null 140 160146691 (London Borough of Bromley Education & Childrens Services 11-Jan-17 (Referred back for local resolution Null 141 16014881 (London Borough of Bromley Education & Childrens Services 13-Mar-17 (Referred back for local resolution Null 142 16015692 (London Borough of Bromley Education & Childrens Services 13-Mar-17 (Referred back for local resolution Null 142 16015692 (London Borough of Bromley Education & Childrens Services 13-Mar-17 (Referred back for local resolution Null 143 160156197 (London Borough of Bromley Education & Childrens Services 13-Mar-17 (Referred back for local resolution Null 144 160156197 (London Borough of Bromley Education & Childrens Services 14-Jan-17 (Referred back for local resolution Null 144 16015693 (London Borough of Bromley Education & Childrens Services 24-Jan-17 (Referred back for local resolution Null 144 16016642 (London Borough of Bromley Education & Childrens Services 24-Jan-17 (Referred back for local resolution Null 144 16016635 (London Borough of Bromley Education & Childrens Services 24-Jan-17 (Referred back for local resolution Null 144 16016635 (London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 144 16016635 (London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 145 1601679 (London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 145 1601679 (London Borough of Bromley Education & Childrens Services 09-Fab-17 (Referred back for local resolution Null 145 1601679 (London Borough of Bromley Education & Childrens Services 09	
137 16013450 London Borough of Bromley Adult Care Services 27-Jan-17 Closed after initial enquiries Adult Care Services 11-Jan-17 Referred back for local resolution Null 140 16014650 London Borough of Bromley Education & Childrens Services 11-Jan-17 Referred back for local resolution Null 141 16014851 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 141 16014851 London Borough of Bromley Education & Childrens Services 13-Mar-17 Referred back for local resolution Null 142 16015502 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 143 16015157 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 144 16015150 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 145 16015505 London Borough of Bromley Education & Childrens Services 24-Jan-17 Referred back for local resolution Null 146 16016505 London Borough of Bromley Education & Childrens Services 24-Feb-17 Closed after initial enquiries Null 147 16016535 London Borough of Bromley Adult Care Services 24-Feb-17 Referred back for local resolution Null 148 16016515 London Borough of Bromley Education & Childrens Services 03-Feb-17 Referred back for local resolution Null 148 16016515 London Borough of Bromley Environmental Services & 09-Feb-17 Referred back for local resolution Null 149 16016515 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 149 16016572 London Borough of Bromley Housing 13-Feb-17 Referred back for local resolution Null 149 16016773 London Borough of Bromley London Borough of Bromle	

F	Reference Authority	Category	Received
1	15000385 London Borough of Bromley	Housing	20-Sep-16
2	15001958 London Borough of Bromley	Benefits & Tax	12-Apr-16
3	15002317 London Borough of Bromley	Housing	29-Jun-16
4	15010652 London Borough of Bromley	Adult Care Services	17-Aug-16
5	15014639 London Borough of Bromley	Benefits & Tax	22-Jul-16
6	15016245 London Borough of Bromley	Housing	17-May-16
7	15016468 London Borough of Bromley	Education & Childrens Services	27-May-16
8	15018611 London Borough of Bromley	Benefits & Tax	15-Nov-16
9	15019867 London Borough of Bromley	Environmental Services & Public Protection & Regulation	02-Sep-16
10	15020307 London Borough of Bromley	Housing	24-Feb-17
11	15020580 London Borough of Bromley	Adult Care Services	12-Apr-16
12	15020916 London Borough of Bromley	Environmental Services & Public Protection & Regulation	04-Apr-16
13	15020926 London Borough of Bromley	Adult Care Services	04-Apr-16
14	16000094 London Borough of Bromley	Housing	06-Apr-16
15	16000134 London Borough of Bromley	Adult Care Services	06-Apr-16
16	16000312 London Borough of Bromley	Benefits & Tax	11-Apr-16
17	16000332 London Borough of Bromley	Highways & Transport	11-Apr-16
18	16000353 London Borough of Bromley	Housing	11-Apr-16
19	16000378 London Borough of Bromley	Education & Childrens Services	09-Jun-16
20	16000391 London Borough of Bromley	Corporate & Other Services	18-Apr-16
21	16000610 London Borough of Bromley	Adult Care Services	15-Apr-16
22	16000664 London Borough of Bromley	Adult Care Services	18-Apr-16
23	16000780 London Borough of Bromley	Adult Care Services	17-May-16
24	16000993 London Borough of Bromley	Environmental Services & Public Protection & Regulation	22-Apr-16
25	16001003 London Borough of Bromley	Benefits & Tax	22-Apr-16
26	16001010 London Borough of Bromley	Highways & Transport	25-Apr-16
27	16001206 London Borough of Bromley	Benefits & Tax	27-Apr-16
28	16001244 London Borough of Bromley	Education & Childrens Services	17-Mar-17
29	16001287 London Borough of Bromley	Education & Childrens Services	28-Apr-16
30	16001288 London Borough of Bromley	Benefits & Tax	28-Apr-16
31	16001342 London Borough of Bromley	Benefits & Tax	29-Apr-16
32	16001371 London Borough of Bromley	Adult Care Services	09-Aug-16
33	16001486 London Borough of Bromley	Benefits & Tax	04-May-16
34	16001583 London Borough of Bromley	Housing	05-May-16

35 16001959 London Borough of Bromley Education & Childrens Services 36 16002042 London Borough of Bromley Housing	24-May-16
	2 : 141ay 10
1	29-Jun-16
37 16002058 London Borough of Bromley Education & Childrens Services	13-May-16
38 16002153 London Borough of Bromley Education & Childrens Services	16-May-16
39 16002329 London Borough of Bromley Benefits & Tax	19-May-16
40 16002351 London Borough of Bromley Adult Care Services	19-May-16
41 16002359 London Borough of Bromley Education & Childrens Services	20-May-16
42 16002565 London Borough of Bromley Housing	20-Jul-16
43 16002600 London Borough of Bromley Adult Care Services	24-May-16
44 16002735 London Borough of Bromley Benefits & Tax	26-May-16
45 16003094 London Borough of Bromley Housing	03-Jun-16
46 16003461 London Borough of Bromley Education & Childrens Services	09-Jun-16
47 16003606 London Borough of Bromley Benefits & Tax	13-Jun-16
48 16003696 London Borough of Bromley Housing	15-Jun-16
49 16003705 London Borough of Bromley Benefits & Tax	15-Jun-16
50 16003892 London Borough of Bromley Housing	17-Jun-16
51 16003965 London Borough of Bromley Benefits & Tax	20-Jun-16
52 16004105 London Borough of Bromley Adult Care Services	22-Jun-16
53 16004142 London Borough of Bromley Benefits & Tax	22-Jun-16
54 16004643 London Borough of Bromley Benefits & Tax	01-Jul-16
55 16004917 London Borough of Bromley Highways & Transport	07-Jul-16
56 16005271 London Borough of Bromley Corporate & Other Services	13-Jul-16
57 16005445 London Borough of Bromley Education & Childrens Services	15-Jul-16
58 16005447 London Borough of Bromley Education & Childrens Services	15-Jul-16
59 16005469 London Borough of Bromley Highways & Transport	18-Jul-16
60 16005812 London Borough of Bromley Highways & Transport	22-Jul-16
61 16005841 London Borough of Bromley Housing	25-Jul-16
62 16005950 London Borough of Bromley Benefits & Tax	26-Jul-16
63 16005951 London Borough of Bromley Adult Care Services	26-Jul-16
64 16005960 London Borough of Bromley Environmental Services & Public Protection & Regulation	26-Jul-16
65 16006029 London Borough of Bromley Adult Care Services	27-Jul-16
66 16006245 London Borough of Bromley Benefits & Tax	01-Aug-16
67 16006450 London Borough of Bromley Education & Childrens Services	03-Aug-16
68 16006526 London Borough of Bromley Benefits & Tax	04-Aug-16
69 16007146 London Borough of Bromley Education & Childrens Services	17-Aug-16

70	16007155 London Borough of Bromley	Adult Care Services	18-Aug-16
71	16007432 London Borough of Bromley	Benefits & Tax	23-Aug-16
72	16007435 London Borough of Bromley	Highways & Transport	23-Aug-16
73	16007458 London Borough of Bromley	Education & Childrens Services	23-Aug-16
74	16007543 London Borough of Bromley	Adult Care Services	25-Aug-16
75	16007677 London Borough of Bromley	Corporate & Other Services	26-Aug-16
76	16007906 London Borough of Bromley	Highways & Transport	01-Sep-16
77	16007971 London Borough of Bromley	Adult Care Services	02-Sep-16
78	16008131 London Borough of Bromley	Adult Care Services	06-Sep-16
79	16008313 London Borough of Bromley	Adult Care Services	08-Sep-16
80	16008366 London Borough of Bromley	Benefits & Tax	09-Sep-16
81	16008587 London Borough of Bromley	Corporate & Other Services	13-Sep-16
82	16008655 London Borough of Bromley	Benefits & Tax	14-Sep-16
83	16008690 London Borough of Bromley	Highways & Transport	15-Sep-16
84	16008742 London Borough of Bromley	Housing	16-Sep-16
85	16008782 London Borough of Bromley	Adult Care Services	04-Oct-16
86	16008836 London Borough of Bromley	Environmental Services & Public Protection & Regulation	19-Sep-16
87	16009226 London Borough of Bromley	Housing	26-Sep-16
88	16009466 London Borough of Bromley	Education & Childrens Services	29-Sep-16
89	16009477 London Borough of Bromley	Adult Care Services	29-Sep-16
90	16009525 London Borough of Bromley	Housing	30-Sep-16
91	16009615 London Borough of Bromley	Corporate & Other Services	16-Nov-16
92	16009877 London Borough of Bromley	Planning & Development	07-Oct-16
93	16009935 London Borough of Bromley	Adult Care Services	10-Oct-16
94	16010055 London Borough of Bromley	Environmental Services & Public Protection & Regulation	11-Oct-16
95	16010059 London Borough of Bromley	Planning & Development	05-Jan-17
96	16010145 London Borough of Bromley	Adult Care Services	12-Oct-16
97	16010167 London Borough of Bromley	Housing	12-Oct-16
98	16010253 London Borough of Bromley	Education & Childrens Services	14-Oct-16
99	16010559 London Borough of Bromley	Education & Childrens Services	20-Oct-16
100	16010619 London Borough of Bromley	Housing	21-Oct-16
101	16010653 London Borough of Bromley	Education & Childrens Services	21-Oct-16
102	16011089 London Borough of Bromley	Housing	31-Oct-16
103	16011255 London Borough of Bromley	Benefits & Tax	03-Nov-16
104	16011586 London Borough of Bromley	Adult Care Services	08-Nov-16

405	40044740 Landan B. L. (D. L.	I Lavada a	40 11 40
105	16011712 London Borough of Bromley	Housing	10-Nov-16
106	16011858 London Borough of Bromley	Corporate & Other Services	14-Nov-16
107	16011868 London Borough of Bromley	Planning & Development	14-Nov-16
108	16011896 London Borough of Bromley	Housing	14-Nov-16
109	16011950 London Borough of Bromley	Planning & Development	14-Nov-16
110	16011999 London Borough of Bromley	Education & Childrens Services	15-Nov-16
111	16012475 London Borough of Bromley	Adult Care Services	23-Nov-16
112	16012661 London Borough of Bromley	Environmental Services & Public Protection & Regulation	10-Jan-17
113	16012667 London Borough of Bromley	Adult Care Services	28-Nov-16
114	16012750 London Borough of Bromley	Housing	29-Mar-17
115	16013260 London Borough of Bromley	Adult Care Services	08-Dec-16
116	16013279 London Borough of Bromley	Benefits & Tax	08-Dec-16
117	16013281 London Borough of Bromley	Benefits & Tax	08-Dec-16
118	16013374 London Borough of Bromley	Benefits & Tax	12-Dec-16
119	16013450 London Borough of Bromley	Adult Care Services	12-Dec-16
120	16013762 London Borough of Bromley	Housing	19-Dec-16
121	16014036 London Borough of Bromley	Planning & Development	23-Dec-16
122	16014168 London Borough of Bromley	Housing	03-Jan-17
123	16014667 London Borough of Bromley	Education & Childrens Services	11-Jan-17
124	16014699 London Borough of Bromley	Planning & Development	11-Jan-17
125	16014881 London Borough of Bromley	Education & Childrens Services	24-Feb-17
126	16015092 London Borough of Bromley	Adult Care Services	24-Jan-17
127	16015157 London Borough of Bromley	Education & Childrens Services	19-Jan-17
128	16015172 London Borough of Bromley	Housing	20-Jan-17
129	16015505 London Borough of Bromley	Education & Childrens Services	25-Jan-17
130	16015690 London Borough of Bromley	Highways & Transport	27-Jan-17
131	16016042 London Borough of Bromley	Education & Childrens Services	03-Feb-17
132	16016353 London Borough of Bromley	Adult Care Services	09-Feb-17
133	16016387 London Borough of Bromley	Housing	09-Feb-17
134	16016421 London Borough of Bromley	Education & Childrens Services	09-Feb-17
135	16016515 London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Feb-17
136	16016572 London Borough of Bromley	Housing	13-Feb-17
137	16016794 London Borough of Bromley	Housing	15-Feb-17
138	16017196 London Borough of Bromley	Housing	22-Feb-17
139	16017251 London Borough of Bromley	Adult Care Services	22-Feb-17

140	16017467	London Borough of Bromley	A dealt Come Come in a	
	10017 +07	London Borough of Bronniey	Adult Care Services	27-Feb-17
141	16017738	London Borough of Bromley	Adult Care Services	02-Mar-17
142	16017870	London Borough of Bromley	Planning & Development	06-Mar-17
143	16017964	London Borough of Bromley	Benefits & Tax	07-Mar-17
144	16018048	London Borough of Bromley	Adult Care Services	08-Mar-17
145	16018112	London Borough of Bromley	Adult Care Services	08-Mar-17
146	16018191	London Borough of Bromley	Education & Childrens Services	09-Mar-17
147	16018345	London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Mar-17
148	16018364	London Borough of Bromley	Adult Care Services	13-Mar-17
149	16018433	London Borough of Bromley	Benefits & Tax	14-Mar-17
150	16018531	London Borough of Bromley	Education & Childrens Services	15-Mar-17
151	16018595	London Borough of Bromley	Environmental Services & Public Protection & Regulation	16-Mar-17
152	16018701	London Borough of Bromley	Adult Care Services	20-Mar-17
153	16018788	London Borough of Bromley	Benefits & Tax	20-Mar-17
154	16018796	London Borough of Bromley	Education & Childrens Services	20-Mar-17
155	16019040	London Borough of Bromley	Housing	23-Mar-17
156	16019106	London Borough of Bromley	Benefits & Tax	24-Mar-17
		London Borough of Bromley	Benefits & Tax	27-Mar-17
		London Borough of Bromley	Benefits & Tax	28-Mar-17
159	16019507	London Borough of Bromley	Adult Care Services	31-Mar-17

This page is left intentionally blank