

Category	Decision Date	Decision	Remedy
Housing	02/04/15	Closed after initial enquiries	NULL
Planning & Development	02/04/15	Referred back for local resolution	NULL
Housing	08/04/15	Referred back for local resolution	NULL
Highways & Transport	10/04/15	Closed after initial enquiries	NULL
Benefits & Tax	10/04/15	Closed after initial enquiries	NULL
Benefits & Tax	15/04/15	Upheld	Write off debt
Education & Childrens Services	15/04/15	Referred back for local resolution	NULL
Housing	16/04/15	Referred back for local resolution	NULL
Highways & Transport	17/04/15	Closed after initial enquiries	NULL
Housing	20/04/15	Incomplete/Invalid	NULL
Benefits & Tax	22/04/15	Referred back for local resolution	NULL
Benefits & Tax	23/04/15	Closed after initial enquiries	NULL
Housing	27/04/15	Upheld	Apology,Financial Redress,Procedure Change
Housing	27/04/15	Upheld	NULL
Education & Childrens Services	28/04/15	Upheld	Financial Redress
Benefits & Tax	29/04/15	Referred back for local resolution	NULL
Highways & Transport	29/04/15	Incomplete/Invalid	NULL
Housing	06/05/15	Referred back for local resolution	NULL
Housing	07/05/15	Upheld	Financial Redress
Highways & Transport	07/05/15	Closed after initial enquiries	NULL
Housing	07/05/15	Referred back for local resolution	NULL
Education & Childrens Services	07/05/15	Incomplete/Invalid	NULL
Benefits & Tax	08/05/15	Upheld	Financial Redress,Improved BinJ remedy,Procedure Change,Other Remedy
Housing	08/05/15	Referred back for local resolution	NULL
Housing	12/05/15	Not Upheld	NULL
Highways & Transport	12/05/15	Closed after initial enquiries	NULL
Benefits & Tax	12/05/15	Referred back for local resolution	NULL
Planning & Development	13/05/15	Upheld	NULL
Benefits & Tax	13/05/15	Upheld	Satisfactory BinJ remedy
Benefits & Tax	15/05/15	Referred back for local resolution	NULL
Housing	18/05/15	Upheld	Financial Redress,New appeal/review
Environmental Services & Public Protection & Regulation	18/05/15	Closed after initial enquiries	NULL
Benefits & Tax	22/05/15	Referred back for local resolution	NULL
Housing	22/05/15	Referred back for local resolution	NULL
Housing	26/05/15	Upheld	Apology,Financial Redress
Adult Care Services	27/05/15	Not Upheld	NULL
Housing	27/05/15	Incomplete/Invalid	NULL
Benefits & Tax	05/06/15	Referred back for local resolution	NULL
Adult Care Services	08/06/15	Not Upheld	NULL
Benefits & Tax	15/06/15	Closed after initial enquiries	NULL
Housing	16/06/15	Not Upheld	NULL
Housing	19/06/15	Not Upheld	NULL
Highways & Transport	19/06/15	Closed after initial enquiries	NULL
Housing	19/06/15	Referred back for local resolution	NULL
Benefits & Tax	19/06/15	Referred back for local resolution	NULL
Adult Care Services	24/06/15	Closed after initial enquiries	NULL
Adult Care Services	26/06/15	Referred back for local resolution	NULL
Benefits & Tax	30/06/15	Referred back for local resolution	NULL
Education & Childrens Services	07/07/15	Closed after initial enquiries	NULL
Planning & Development	07/07/15	Referred back for local resolution	NULL
Adult Care Services	09/07/15	Referred back for local resolution	NULL
Housing	17/07/15	Referred back for local resolution	NULL
Education & Childrens Services	21/07/15	Upheld	Apology,Financial Redress
Adult Care Services	21/07/15	Referred back for local resolution	NULL
Adult Care Services	21/07/15	Incomplete/Invalid	NULL
Education & Childrens Services	23/07/15	Not Upheld	NULL
Housing	28/07/15	Upheld	Financial Redress,New appeal/review
Housing	29/07/15	Referred back for local resolution	NULL
Education & Childrens Services	31/07/15	Not Upheld	NULL
Housing	31/07/15	Closed after initial enquiries	NULL
Benefits & Tax	03/08/15	Referred back for local resolution	NULL
Benefits & Tax	05/08/15	Closed after initial enquiries	NULL
Adult Care Services	10/08/15	Upheld	Apology,Financial Redress,Procedure Change,Training
Benefits & Tax	12/08/15	Upheld	NULL

Housing	13/08/15	Referred back for local resolution	NULL
Housing	14/08/15	Referred back for local resolution	NULL

Benefits & Tax	17/08/15	Closed after initial enquiries	NULL
Adult Care Services	18/08/15	Closed after initial enquiries	NULL
Adult Care Services	18/08/15	Referred back for local resolution	NULL
Housing	18/08/15	Referred back for local resolution	NULL
Adult Care Services	24/08/15	Referred back for local resolution	NULL
Education & Childrens Services	25/08/15	Not Upheld	NULL
Housing	26/08/15	Upheld	Financial Redress
Planning & Development	27/08/15	Referred back for local resolution	NULL
Housing	02/09/15	Upheld	Apology,Financial Redress,New appeal/review
Planning & Development	02/09/15	Incomplete/Invalid	NULL
Adult Care Services	07/09/15	Referred back for local resolution	NULL
Highways & Transport	09/09/15	Referred back for local resolution	NULL
Highways & Transport	10/09/15	Not Upheld	NULL
Education & Childrens Services	11/09/15	Referred back for local resolution	NULL
Education & Childrens Services	14/09/15	Not Upheld	NULL
Benefits & Tax	16/09/15	Closed after initial enquiries	NULL
Benefits & Tax	16/09/15	Referred back for local resolution	NULL
Corporate & Other Services	17/09/15	Closed after initial enquiries	NULL
Housing	17/09/15	Referred back for local resolution	NULL
Education & Childrens Services	22/09/15	Referred back for local resolution	NULL
Benefits & Tax	23/09/15	Incomplete/Invalid	NULL
Housing	25/09/15	Not Upheld	NULL
Adult Care Services	29/09/15	Referred back for local resolution	NULL
Benefits & Tax	30/09/15	Closed after initial enquiries	NULL
Education & Childrens Services	30/09/15	Referred back for local resolution	NULL
Highways & Transport	01/10/15	Referred back for local resolution	NULL
Adult Care Services	02/10/15	Referred back for local resolution	NULL
Housing	02/10/15	Referred back for local resolution	NULL
Corporate & Other Services	06/10/15	Closed after initial enquiries	NULL
Benefits & Tax	12/10/15	Referred back for local resolution	NULL
Benefits & Tax	13/10/15	Referred back for local resolution	NULL
Benefits & Tax	14/10/15	Referred back for local resolution	NULL
Education & Childrens Services	16/10/15	Upheld	Apology,Financial Redress,Procedure Change
Benefits & Tax	20/10/15	Referred back for local resolution	NULL
Housing	26/10/15	Referred back for local resolution	NULL
Adult Care Services	28/10/15	Upheld	Apology,Procedure Change
Corporate & Other Services	30/10/15	Closed after initial enquiries	NULL
Education & Childrens Services	02/11/15	Closed after initial enquiries	NULL
Benefits & Tax	04/11/15	Referred back for local resolution	NULL
Planning & Development	10/11/15	Referred back for local resolution	NULL
Planning & Development	13/11/15	Referred back for local resolution	NULL
Planning & Development	16/11/15	Closed after initial enquiries	NULL
Housing	20/11/15	Upheld	NULL
Adult Care Services	20/11/15	Closed after initial enquiries	NULL
Education & Childrens Services	23/11/15	Upheld	Apology,Addendum to personal records
Education & Childrens Services	24/11/15	Closed after initial enquiries	NULL
Education & Childrens Services	25/11/15	Closed after initial enquiries	NULL
Adult Care Services	02/12/15	Upheld	Apology,Financial Redress
Planning & Development	02/12/15	Closed after initial enquiries	NULL
Housing	02/12/15	Referred back for local resolution	NULL
Benefits & Tax	08/12/15	Referred back for local resolution	NULL
Benefits & Tax	09/12/15	Referred back for local resolution	NULL
Housing	10/12/15	Closed after initial enquiries	NULL
Corporate & Other Services	16/12/15	Closed after initial enquiries	NULL
Education & Childrens Services	21/12/15	Referred back for local resolution	NULL
Adult Care Services	24/12/15	Not Upheld	NULL
Housing	24/12/15	Not Upheld	NULL
Planning & Development	24/12/15	Referred back for local resolution	NULL
Adult Care Services	07/01/16	Upheld	Financial Redress,Reassessment
Adult Care Services	08/01/16	Incomplete/Invalid	NULL
Adult Care Services	12/01/16	Upheld	Other Remedy
Benefits & Tax	12/01/16	Closed after initial enquiries	NULL
Education & Childrens Services	12/01/16	Incomplete/Invalid	NULL

Housing	13/01/16	Not Upheld	NULL
Housing	14/01/16	Referred back for local resolution	NULL
Housing	14/01/16	Referred back for local resolution	NULL
Education & Childrens Services	19/01/16	Referred back for local resolution	NULL
Adult Care Services	19/01/16	Referred back for local resolution	NULL
Adult Care Services	21/01/16	Upheld	Apology
Planning & Development	21/01/16	Not Upheld	NULL
Benefits & Tax	21/01/16	Closed after initial enquiries	NULL
Benefits & Tax	25/01/16	Not Upheld	NULL
Housing	26/01/16	Closed after initial enquiries	NULL
Benefits & Tax	26/01/16	Referred back for local resolution	NULL
Benefits & Tax	27/01/16	Referred back for local resolution	NULL
Housing	27/01/16	Referred back for local resolution	NULL
Environmental Services & Public Protection & Regulation	27/01/16	Referred back for local resolution	NULL
Corporate & Other Services	01/02/16	Closed after initial enquiries	NULL
Planning & Development	04/02/16	Referred back for local resolution	NULL
Housing	05/02/16	Advice given	NULL
Environmental Services & Public Protection & Regulation	09/02/16	Incomplete/Invalid	NULL
Benefits & Tax	10/02/16	Closed after initial enquiries	NULL
Highways & Transport	16/02/16	Closed after initial enquiries	NULL
Benefits & Tax	22/02/16	Referred back for local resolution	NULL
Benefits & Tax	23/02/16	Referred back for local resolution	NULL
Adult Care Services	25/02/16	Not Upheld	NULL
Benefits & Tax	01/03/16	Closed after initial enquiries	NULL
Environmental Services & Public Protection & Regulation	03/03/16	Referred back for local resolution	NULL
Benefits & Tax	04/03/16	Referred back for local resolution	NULL
Adult Care Services	11/03/16	Upheld	Apology,Financial Redress,Training
Housing	14/03/16	Referred back for local resolution	NULL
Environmental Services & Public Protection & Regulation	14/03/16	Referred back for local resolution	NULL
Corporate & Other Services	17/03/16	Not Upheld	NULL
NULL	17/03/16	Incomplete/Invalid	NULL
Adult Care Services	18/03/16	Not Upheld	NULL
Education & Childrens Services	22/03/16	Upheld	New appeal/review
Housing	24/03/16	Referred back for local resolution	NULL
Adult Care Services	29/03/16	Upheld	Financial Redress,Procedure Change
Adult Care Services	29/03/16	Incomplete/Invalid	NULL
Education & Childrens Services	31/03/16	Upheld	Apology
Benefits & Tax	31/03/16	Referred back for local resolution	NULL
Benefits & Tax	31/03/16	Referred back for local resolution	NULL
Benefits & Tax	31/03/16	Referred back for local resolution	NULL