

APPENDIX B

Complaints to the Ombudsman (1 April 2022- 31 March 2023)

Category	Decided	Decision	Decision Reason	Remedy
Housing	20/04/2022	Not Upheld	no fault	
Corporate & Other Services	19/05/2022	Closed after initial enquiries	Not warranted by alleged fault	
Planning & Development	15/08/2022	Upheld	Fault & injustice	Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Apology
Corporate & Other Services	14/09/2022	Upheld	Fault & injustice	Financial redress: Avoidable distress/time and trouble, Apology, Procedure or policy change/review
Planning & Development	19/04/2022	Closed after initial enquiries	Not warranted by alleged fault	
Benefits & Tax	28/04/2022	Closed after initial enquiries	Not warranted by alleged fault	
Environmental Services & Public Protection & Regulation	22/04/2022	Referred back for local resolution	Premature Decision - referred to Organisation	
Benefits & Tax	20/04/2022	Closed after initial enquiries	26(6)(a) tribunal Other	
Environmental Services & Public Protection & Regulation	09/05/2022	Referred back for local resolution	Premature Decision - advice given	
Planning & Development	12/05/2022	Referred back for local resolution	Premature Decision - advice given	
Corporate & Other Services	23/08/2022	Closed after initial enquiries	Not warranted by alleged fault	
Planning & Development	04/10/2022	Closed after initial enquiries	Not warranted by alleged fault	
Environmental Services & Public Protection & Regulation	19/10/2022	Closed after initial enquiries	Not warranted by alleged injustice	

Planning & Development	06/10/2022	Referred back for local resolution	Premature Decision - advice given	
Corporate & Other Services	17/03/2023	Closed after initial enquiries	Not warranted by alleged fault	
Planning & Development	23/11/2022	Closed after initial enquiries	Not warranted by alleged injustice	
Housing	10/03/2023	Not Upheld	no fault	
Corporate & Other Services	08/02/2023	Closed after initial enquiries	Not warranted by alleged fault	
Benefits & Tax	16/03/2023	Incomplete/Invalid	Insufficient information to proceed and PA advised	