

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21011626	Housing	01/09/2022	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision,Reassessment,Provide training and/or guidance	The Council will ensure its staff who deal with members of the public are aware of the Council's duties under the Equality Act 2010. The Council has agreed to circulate a reminder to all relevant staff about ensuring people are routinely asked or prompted about any reasonable adjustments.
21017774	Planning & Development	17/06/2022	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	Ensure that staff are reminded of the importance of adhering to timescales when responding to a complaint and where delays occur complainants are kept informed. Provide the Ombudsman with a copy of its revised procedure for handling complaints about noise nuisance, specifically addressing the technical issue highlighted with Council B.
21018882	Housing	25/04/2022	Referred back for local resolution	Premature Decision - referred to Organisation		
22001661	Highways & Transport	09/05/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
22002500	Highways & Transport	21/07/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
22003725	Corporate & Other Services	19/07/2022	Closed after initial enquiries	Not warranted by alleged fault		
22004294	Highways & Transport	30/06/2022	Referred back for local resolution	Premature Decision - advice given		
22010696	Housing	29/11/2022	Closed after initial enquiries	Not warranted by alleged injustice		
22011166	Housing	11/11/2022	Referred back for local resolution	Premature Decision - referred to Organisation		
22011284	Housing	14/12/2022	Closed after initial enquiries	Not warranted by alleged fault		
22015457	Housing	14/02/2023	Advice given	Signpost - go to complaint handling		
22017705	Housing	24/03/2023	Referred back for local resolution	Premature Decision - advice given		