

Reference	Authority	Category	Received	Decision	Decision Reason	Remedy	Service improvement recommendations
23000511	Gravesham Borough Council	Planning & Development	15/08/23	Closed after initial enquiries	Not warranted by alleged injustice		
23000952	Gravesham Borough Council	Housing	25/04/23	Referred back for local resolution	Premature Decision - advice given		
23001386	Gravesham Borough Council	Environmental Services & Public Protection & Regulation	23/06/23	Upheld	Fault & injustice	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	The Council will produce new staff guidance for anti-social behaviour cases.
23004181	Gravesham Borough Council	Planning & Development	27/06/23	Closed after initial enquiries	Other reason not to investigate		
23007910	Gravesham Borough Council	Planning & Development	25/08/23	Referred back for local resolution	Premature Decision - advice given		
23009420	Gravesham Borough Council	Benefits & Tax	25/09/23	Closed after initial enquiries	Complaint not raised in 12 months		
23014347	Gravesham Borough Council	Housing	13/12/23	Closed after initial enquiries	Other reason not to investigate		
23018687	Gravesham Borough Council	Housing	20/02/24	Closed after initial enquiries	Outside scope of jurisdiction (Soc Hsg Landlord)		
23018982	Gravesham Borough Council	Housing	11/03/24	Referred back for local resolution	Premature Decision - advice given		
23019968	Gravesham Borough Council	Benefits & Tax	12/03/24	Referred back for local resolution	Premature Decision - advice given		
23020061	Gravesham Borough Council	Housing	11/03/24	Referred back for local resolution	Premature Decision - referred to Organisation		
23020176	Gravesham Borough Council	Environmental Services & Public Protection & Regulation	19/03/24	Yet to be decided			