

APPENDIX B

Reference	Authority	Category	Received
19010432	Darford Borough Council	Environmental Services & Public Protection & Regulation	08 May 2019
19001986	Darford Borough Council	Benefits & Tax	03 Apr 2019
19001940	Darford Borough Council	Environmental Services & Public Protection & Regulation	07 May 2019
19002067	Darford Borough Council	Housing	09 May 2019
19003832	Darford Borough Council	Planning & Development	10 Jun 2019
19003936	Darford Borough Council	Nil	11 Jun 2019
19005313	Darford Borough Council	Planning & Development	02 Jul 2019
19005561	Darford Borough Council	Housing	03 Jul 2019
19010624	Darford Borough Council	Benefits & Tax	24 Sep 2019
19012038	Darford Borough Council	Benefits & Tax	16 Oct 2019
19013106	Darford Borough Council	Benefits & Tax	04 Nov 2019
19013887	Darford Borough Council	Housing	14 Nov 2019
19016272	Darford Borough Council	Environmental Services & Public Protection & Regulation	02 Jan 2020
19019385	Darford Borough Council	Planning & Development	16 Feb 2020
19019537	Darford Borough Council	Environmental Services & Public Protection & Regulation	20 Feb 2020
19020832	Darford Borough Council	Benefits & Tax	11 Mar 2020

Reference Category	Decided Decision	Decision Reason	Remedy	Service improvement recommendations
18010432 Environmental Services & Public Protection & Regulation	17/01/20 Not Upheld	no mal action, BinJ already remedied		
18016561 Environmental Services & Public Protection & Regulation	13/06/19 Upheld			The Council should provide information to all staff dealing with housing complaints setting out which Ombudsman scheme deals with which complaint. The Council should review its response to all housing complaints for the three months prior to the Ombudsman's final decision to ensure complainants have been referred to the correct Ombudsman. If the Council finds it has not done so it should write to the person concerned and provide them with details of the correct Ombudsman scheme.
18019513 Housing	04/11/19 Upheld	mal & inj	Apology	
19000189 Benefits & Tax	Referred back for local resolution 03/04/19	Premature Decision - advice given		
19001940 Environmental Services & Public Protection & Regulation	30/07/19 Upheld	mal & inj	Apology. Other Remedy	
19002099 Housing	09/05/19 Advice given Closed after initial enquiries	Signpost - go to complaint handling		
19009832 Planning & Development	22/07/19	Not warranted by alleged mal/service failure		
19009938 Hull	11/06/19 Incomplete/Invalid	Insufficient information to proceed and PA advised		
19005313 Planning & Development	19/08/19 Closed after initial	26(6)(b) appeal to Minister		
19007561 Housing	03/07/19 Referred back for	Premature Decision - advice given		

19010624	Benefits & Tax		21/02/20	Upheld	mal & inj	Financial Redress: Quantifiable Loss	
19012038	Benefits & Tax		07/01/20	Closed after initial	26(6)(a) tribunal HB		
19013106	Benefits & Tax		09/12/19	Referred back for	Premature Decision - referred to BinJ		
19016272	Environmental Services & Public Protection & Regulation		19/02/20	Closed after initial	Not warranted by alleged mal/service failure		
19019537	Environmental Services & Public Protection & Regulation		20/02/20	Incomplete/Invalid	Insufficient information to proceed and PA advised		

Reference Category	Decided	Remedy	Remedy		
			Target Date	Achieved Date	Satisfaction with Compliance
18019513 Housing & Public Protection & Regulation	04-Nov-19	Apology	30-Dec-19	08-Nov-19	Remedy complete and satisfied
19001940 Regulation	30-Jul-19	Apology Other Remedy Financial Redress;	18-Oct-19	08-Oct-19	Remedy complete and satisfied
19010624 Benefits & Tax	21-Feb-20	Quantifiable Loss	27-Mar-20	09-Mar-20	Remedy complete and satisfied