

Ombudsman Complaints Decided

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
20006625	SSDC	Planning & Development	21/04/21	Not Upheld	no mal		
20012889	SSDC	Planning & Development	04/05/21	Closed after initial enquiries	Not warranted by alleged injustice		
20012936	SSDC	Environmental Services & Public Protection & Regulation	24/02/22	Upheld	mal & inj	distress/time and trouble,Provide services to person affected	
21000220	SSDC	Planning & Development	24/05/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21002402	SSDC	Benefits & Tax	12/11/21	Not Upheld	no mal		
21002414	SSDC	Benefits & Tax	30/06/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21004209	SSDC	Corporate & Other Services	23/06/21	Referred back for local resolution	Premature Decision - advice given		
21006062	SSDC	Planning & Development	08/11/21	Closed after initial enquiries	Not warranted by alleged injustice		
21006542	SSDC	Planning & Development	01/02/22	Not Upheld	Other reason not to continue with investigation		
21006603	SSDC	Corporate & Other Services	26/08/21	Closed after initial enquiries	Other reason not to investigate		
21006685	SSDC	Planning & Development	09/08/21	Referred back for local resolution	Premature Decision - advice given		
21008074	SSDC	Planning & Development	04/03/22	Not Upheld	no mal		
21008175	SSDC	Benefits & Tax	06/09/21	Referred back for local resolution	Premature Decision - advice given		
21008514	SSDC	Benefits & Tax	09/09/21	Referred back for local resolution	Premature Decision - advice given		
21009436	SSDC	Environmental Services & Public Protection & Regulation	28/09/21	Referred back for local resolution	Premature Decision - advice given		
21009491	SSDC	Environmental Services & Public Protection & Regulation	26/10/21	Referred back for local resolution	Premature Decision - referred to BinJ		
21009933	SSDC	Corporate & Other Services	20/10/21	Referred back for local resolution	Premature Decision - referred to BinJ		
21010748	SSDC	Environmental Services & Public Protection & Regulation	02/11/21	Referred back for local resolution	Premature Decision - advice given		
21010774	SSDC	Environmental Services & Public Protection & Regulation	21/10/21	Referred back for local resolution	Premature Decision - advice given		
21011069	SSDC	Benefits & Tax	26/10/21	Referred back for local resolution	Premature Decision - advice given		
21011305	SSDC	Planning & Development	19/01/22	Upheld	Injustice remedied during BinJ complaint processes		
21015039	SSDC	Planning & Development	17/01/22	Referred back for local resolution	Premature Decision - advice given		
21015075	SSDC	Planning & Development	10/02/22	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21015877	SSDC	Environmental Services & Public Protection & Regulation	22/02/22	Upheld	Injustice remedied during LGO consideration	Financial Redress: Quantifiable Loss	
21016498	SSDC	Corporate & Other Services	22/02/22	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21018700	SSDC	Benefits & Tax	23/03/22	Referred back for local resolution	Premature Decision - advice given		