

Annex C Complaints decided in 2021-22 and outcome

Reference	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
20006246	Planning & Development	21/05/2021	Not Upheld	no mal		
20008553	Benefits & Tax	05/08/2021	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision,Provide services to person affected,Provide training and/or guidance,Provide services/information to others affected,Procedure or policy change/review	The Council should publish its council tax discretionary relief policy on its website. This should include the process for considering a request, criteria for assessing a request and notice of the right to appeal the Council's decision to the Valuation Tribunal. The Council should provide training or guidance to relevant staff to ensure they inform customers of any opportunities to apply for benefits, discounts or relief on their council tax and to ensure they consider such requests in line with relevant policies. The council should remind staff of the need to provide clear information to customers about any council tax payment plans at the outset, including how or when they will end, details of any review and warning of any further recovery action.
20008874	Planning & Development	09/09/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance	The Council has agreed to remind all officers involved in deciding planning applications of the need to ensure the reasons for their decisions are fully explained so that people affected by the decision can clearly understand in a timely manner why development has been approved.
21002090	Environmental Services & Public Protection & Regulation	18/06/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21002160	Planning & Development	05/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002173	Environmental Services & Public Protection & Regulation	18/05/2021	Referred back for local resolution	Premature Decision - advice given		
21002280	Planning & Development	13/08/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21003285	Planning & Development	19/07/2021	Closed after initial enquiries	26(6)(b) appeal to Minister		
21003922	Environmental Services & Public Protection & Regulation	17/06/2021	Referred back for local resolution	Premature Decision - advice given		
21007013	Planning & Development	21/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008602	Planning & Development	21/10/2021	Closed after initial enquiries	26(6)(b) appeal to Minister		
21009271	Environmental Services & Public Protection & Regulation	11/11/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21013732	Corporate & Other Services	13/12/2021	Referred back for local resolution	Premature Decision - advice given		
21014612	Planning & Development	10/02/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21017355	Benefits & Tax	29/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		