

Annex D Compliance with Ombudsman recommendations

| Reference | Category | Decided | Remedy | Remedy Target Date | Remedy Achieved Date | Satisfaction with Compliance |
|-----------|------------------------|-----------|--|--------------------|----------------------|-------------------------------|
| 20008553 | Benefits & Tax | 04-Aug-21 | 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 | 05-Nov-21 | 05-Oct-21 | Remedy complete and satisfied |
| 20008874 | Planning & Development | 08-Sep-21 | Financial redress: Avoidable distress/time and trouble Provide training and/or guidance | 09-Oct-21 | 14-Oct-21 | Remedy complete and satisfied |