

Ref	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement
18000216	BANES	Corporate & Other Services	18/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18001172	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18002879	BANES	Adult Care Services	15/08/19	Upheld	mal & inj	Apology	
18009715	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18010069	BANES	Planning & Development	03/05/19	Not Upheld	no mal		
18011216	BANES	Corporate & Other Services	10/02/20	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18013798	BANES	Benefits & Tax	30/05/19	Upheld	mal & inj	Apology,Other Remedy	The Council has agreed to issue a reminder to staff about the importance of making
18013817	BANES	Protection & Regulation	09/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18014676	BANES	Housing	07/10/19	Upheld	mal & inj	Apology	
18016627	BANES	Education & Childrens Services	27/09/19	Not Upheld	No worthwhile outcome achievable by further investigation		
18018009	BANES	Education & Childrens Services	05/02/20	Upheld	mal & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or	Prepare a policy for alternative education when children are missing school intermittently due to illness and share it with local
18018223	BANES	Highways & Transport	13/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018641	BANES	Planning & Development	10/04/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000003	BANES	Adult Care Services	20/09/19	Upheld	mal & inj	distress/time and trouble,Financial Redress: Quantifiable Loss	
19000404	BANES	Education & Childrens Services	28/05/19	Closed after initial enquiries	S26(1) Not an admin function of authority		
19000985	BANES	Corporate & Other Services	26/04/19	Closed after initial enquiries	S26(1) Not an admin function of authority		
19001471	BANES	Corporate & Other Services	18/11/19	Not Upheld	no mal		
19001500	BANES	Highways & Transport	17/06/19	Closed after initial enquiries	Not warranted by alleged injustice		
19002443	BANES	Benefits & Tax	01/07/19	Closed after initial enquiries	26(6)(a) tribunal Other		
19002764	BANES	Corporate & Other Services	28/06/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19002929	BANES	Highways & Transport	16/10/19	Upheld	mal & inj - no further action, BinJ already remedied		
19003135	BANES	Education & Childrens Services	23/07/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19003293	BANES	Benefits & Tax	25/11/19	Not Upheld	no mal		
19003703	BANES	Benefits & Tax	24/07/19	Referred back for local resolution	Premature Decision - advised		
19004064	BANES	Benefits & Tax	06/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004258	BANES	Benefits & Tax	15/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004551	BANES	Null	19/06/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19005462	BANES	Benefits & Tax	25/11/19	Closed after initial enquiries	26(6)(a) tribunal Other		
19006845	BANES	Education & Childrens Services	28/09/19	Closed after initial enquiries	Sch 5.1 court proceedings		
19007687	BANES	Benefits & Tax	07/08/19	Referred back for local resolution	Premature Decision - advice given		
19007728	BANES	Protection & Regulation	07/08/19	Referred back for local resolution	Premature Decision - advice given		
19007825	BANES	Education & Childrens Services	23/09/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19008334	BANES	Null	19/08/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19008906	BANES	Highways & Transport	17/10/19	Closed after initial enquiries	26(6)(c) Court remedy		
19009979	BANES	Housing	13/09/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19010369	BANES	Education & Childrens Services	19/09/19	Referred back for local resolution	Premature Decision - advice given		
19011073	BANES	Adult Care Services	28/11/19	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19012670	BANES	Benefits & Tax	28/10/19	Referred back for local resolution	Premature Decision - advice given		
19014074	BANES	Housing	17/02/20	Closed after initial enquiries	26(6)(c) Court remedy		
19015134	BANES	Adult Care Services	04/12/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19016752	BANES	Education & Childrens Services	28/02/20	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19017080	BANES	Protection & Regulation	28/02/20	Closed after initial enquiries	Not warranted by alleged injustice		
19017582	BANES	Adult Care Services	10/03/20	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018524	BANES	Adult Care Services	04/02/20	Referred back for local resolution	Premature Decision - advice given		