

Ref	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
17019388	BANES	Highways & Transport	20-Mar-19	Apology Procedure or policy change/review Training and guidance	22-Apr-19	11-Apr-19	Remedy complete and satisfied
18002879	BANES	Adult Care Services	15-Aug-19	Apology	15-Sep-19	21-Aug-19	Remedy complete and satisfied
18013798	BANES	Benefits & Tax	30-May-19	Apology Other Remedy	01-Jul-19	15-Jul-19	Remedy complete and satisfied
18014676	BANES	Housing	07-Oct-19	Apology	09-Dec-19	14-Nov-19	Remedy complete and satisfied
19000003	BANES	Adult Care Services	20-Sep-19	Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss	11-Nov-19	05-Nov-19	Remedy complete and satisfied