

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
19014078	TMBC	Planning &	24 Sep 2020	Not Upheld	no mal		
20002849	TMBC	Benefits & Tax	22 Sep 2020	Closed after initial enquiries	Sch 5.1 court proceedings		
20003632	TMBC	Other	21 Sep 2020	Advice given	Body not in jurisdiction		
20003747	TMBC	Environmental Services & Public Protection &	30 Oct 2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
20004337	TMBC	Benefits & Tax	19 Feb 2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and	
20008833	TMBC	Planning & Development	28 Jan 2021	Closed after initial enquiries	Sch 5.1 court proceedings		
20009082	TMBC	Environmental Services & Public Protection &	20 Jan 2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
20010273	TMBC	Other	07 Jan 2021	Referred back for local resolution	Premature Decision - advice given		
20014395	TMBC	Environmental Services & Public Protection &	30 Mar 2021	Incomplete/Invalid	Insufficient information to proceed and PA		