

Received

Reference	Authority	Category	Received
22003023	Tonbridge and Malling Borough Council	Planning & Development	08/06/22
22003714	Tonbridge and Malling Borough Council	Housing	20/06/22
22004997	Tonbridge and Malling Borough Council	Housing	28/03/23
22010070	Tonbridge and Malling Borough Council	Housing	21/10/22
22014711	Tonbridge and Malling Borough Council	Planning & Development	06/02/23
22015268	Tonbridge and Malling Borough Council	Planning & Development	09/02/23
22016759	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	09/03/23
22017965	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	30/03/23

Decided

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21039419	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	27/04/23	Upheld	fault & inj - no further action organisation already remedied		
21013456	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	14/04/22	Upheld	fault & inj - no further action organisation already remedied		
21013847	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	14/04/23	Upheld	fault & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Provide training and/or guidance	The Council will remind its staff about the Council's garden waste service terms and conditions to ensure bins are delivered to users within one month from the date a request is made, and to accept requests for refunds if these are made before its bins have been delivered.
22003023	Tonbridge and Malling Borough Council	Planning & Development	16/06/22	Closed after initial enquiries	Not warranted by alleged fault		
22003714	Tonbridge and Malling Borough Council	Housing	12/07/22	Closed after initial enquiries	Not warranted by alleged fault		
22010070	Tonbridge and Malling Borough Council	Housing	19/01/23	Not Upheld	no fault		
22015268	Tonbridge and Malling Borough Council	Planning & Development	09/02/23	Incomplete/Invalid	Insufficient information to proceed and PA advised		
22017965	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	30/03/23	Incomplete/Invalid	Insufficient information to proceed and PA advised		

Compliance

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
21013847	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	13-Apr-22	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Provide training and/or guidance	13-Jul-22	27-Jul-22	Remedy complete and satisfied