

Reference	Authority	Category	Received
22018210	Tonbridge and Malling Borough Council	Housing	05/04/23
23000655	Tonbridge and Malling Borough Council	Corporate & Other Services	20/04/23
23000867	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	19/04/23
23001700	Tonbridge and Malling Borough Council	Housing	11/05/23
23006797	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	02/08/23
23010719	Tonbridge and Malling Borough Council	Benefits & Tax	12/11/23
23011520	Tonbridge and Malling Borough Council	Housing	27/10/23
23013611	Tonbridge and Malling Borough Council	Housing	28/11/23
23015655	Tonbridge and Malling Borough Council	Planning & Development	09/01/24
23016692	Tonbridge and Malling Borough Council	Planning & Development	25/01/24
23017141	Tonbridge and Malling Borough Council	Planning & Development	31/01/24
23017528	Tonbridge and Malling Borough Council	Planning & Development	06/02/24

Decided

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
22004997	Tonbridge and Malling Borough Council	Housing	19/07/23	Not Upheld	no fault		
22014711	Tonbridge and Malling Borough Council	Planning & Development	23/08/23	Upheld	fault & inj	Provide training and/or guidance	The Council has agreed to circulate guidance to all relevant staff, reminding them that the Council's Direct Action Protocol says it will usually inform interested parties of the date and costs of an enforcement operation at least one month in advance. Where it is considered necessary to withhold this information, officers should record a clear justification for doing so at the time the decision is made. The Council has agreed to circulate guidance to all relevant staff, reminding them that, where a person says they wish to make a claim against the Council's insurance, officers should disclose the necessary details to them promptly.
22016759	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	12/04/23	Closed after initial enquiries	Not warranted by alleged fault		
22018210	Tonbridge and Malling Borough Council	Housing	29/08/23	Upheld	fault & inj	Financial redress: Loss of service	
23000655	Tonbridge and Malling Borough Council	Corporate & Other Services	11/05/23	Closed after initial enquiries	S26(1) Not an admin function of authority		
23000867	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	28/04/23	Closed after initial enquiries	26(6)(c) Court remedy		
23001700	Tonbridge and Malling Borough Council	Housing	05/06/23	Closed after initial enquiries	Not warranted by alleged fault		
23006797	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	01/09/23	Closed after initial enquiries	Not warranted by alleged fault		
23010719	Tonbridge and Malling Borough Council	Benefits & Tax	13/12/23	Closed after initial enquiries	26(6)(a) tribunal Other		
23011520	Tonbridge and Malling Borough Council	Housing	27/10/23	Referred back for local resolution	Premature Decision - advice given		
23013611	Tonbridge and Malling Borough Council	Housing	25/01/24	Closed after initial enquiries	Other reason not to investigate		
23015655	Tonbridge and Malling Borough Council	Planning & Development	29/02/24	Closed after initial enquiries	Not warranted by alleged injustice		
23016692	Tonbridge and Malling Borough Council	Planning & Development	07/03/24	Closed after initial enquiries	Not warranted by alleged fault		
23017141	Tonbridge and Malling Borough Council	Planning & Development	19/03/24	Closed after initial enquiries	Not warranted by alleged fault		

Compliance

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
22014711	Tonbridge and Malling Borough Council	Planning & Development	22/08/23	Provide training and/or guidance	25/09/23	18/09/23	Remedy complete and satisfied
22018210	Tonbridge and Malling Borough Council	Housing	28/08/23	Financial redress: Loss of service	29/09/23	31/08/23	Remedy complete and satisfied

Explanatory notes

Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

Upheld: We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

Not upheld: We completed an investigation but did not find evidence of fault.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a remedy achieved before 31 March 2024, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.