

Reference	Authority	Category	Subcategory	Received
23021164	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	04/04/24
24000582	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	11/04/24
24000872	Tonbridge and Malling Borough Council	Housing	NULL	25/04/24
24002098	Tonbridge and Malling Borough Council	Housing	Allocations	16/05/24
24006330	Tonbridge and Malling Borough Council	Highways & Transport	Parking penalties	26/07/24
24007658	Tonbridge and Malling Borough Council	Highways & Transport	NULL	14/08/24
24007768	Tonbridge and Malling Borough Council	Planning & Development	Householder planning application	02/08/24
24009047	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	30/08/24
24009322	Tonbridge and Malling Borough Council	Benefits & Tax	Council tax support	03/09/24
24010300	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	Dogs	16/09/24
24012443	Tonbridge and Malling Borough Council	Benefits & Tax	Business rates	16/10/24
24013728	Tonbridge and Malling Borough Council	Benefits & Tax	Council tax	04/11/24
24014165	Tonbridge and Malling Borough Council	Housing	Homelessness	15/11/24
24014404	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	14/11/24
24017545	Tonbridge and Malling Borough Council	Benefits & Tax	Council tax support	10/03/25
24017692	Tonbridge and Malling Borough Council	Housing	Homelessness	14/01/25
24018106	Tonbridge and Malling Borough Council	Planning & Development	Enforcement-householder	20/01/25
24021325	Tonbridge and Malling Borough Council	Highways & Transport	Traffic management	07/03/25

## Decided

Annex 2

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23017528	Tonbridge and Malling Borough Council	Planning & Development	Enforcement - other	06/06/24	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble,Provide information/advice to person affected
23021164	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	14/05/24	Closed after initial enquiries	Not warranted by alleged fault	
24000582	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	11/04/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24000872	Tonbridge and Malling Borough Council	Housing	NULL	25/04/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24002098	Tonbridge and Malling Borough Council	Housing	Allocations	16/05/24	Referred back for local resolution	Premature Decision - advice given	
24006330	Tonbridge and Malling Borough Council	Highways & Transport	Parking penalties	20/08/24	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS	
24007658	Tonbridge and Malling Borough Council	Highways & Transport	NULL	14/08/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24007768	Tonbridge and Malling Borough Council	Planning & Development	Householder planning application	20/09/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24009047	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	10/10/24	Closed after initial enquiries	Not warranted by alleged fault	
24009322	Tonbridge and Malling Borough Council	Benefits & Tax	Council tax support	25/09/24	Closed after initial enquiries	26(6)(a) tribunal Other	
24010300	Tonbridge and Malling Borough Council	Environmental Services & Public Protection & Regulation	Dogs	16/09/24	Referred back for local resolution	Premature Decision - advice given	
24012443	Tonbridge and Malling Borough Council	Benefits & Tax	Business rates	23/12/24	Closed after initial enquiries	Sch 5.1 court proceedings	
24014404	Tonbridge and Malling Borough Council	Corporate & Other Services	Standards committees	25/11/24	Closed after initial enquiries	Not warranted by alleged fault	
24017692	Tonbridge and Malling Borough Council	Housing	Homelessness	14/01/25	Referred back for local resolution	Premature Decision - advice given	
24018106	Tonbridge and Malling Borough Council	Planning & Development	Enforcement-householder	26/02/25	Closed after initial enquiries	Not warranted by alleged fault	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23017528	Tonbridge and Malling Borough Council	Planning & Development	Enforcement - other	05/06/24	Financial redress: Avoidable distress/time and trouble Provide information/advice to person affected	18/07/24	14/07/24	Remedy complete and satisfied

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <https://www.lgo.org.uk/your-councils-performance>

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.

These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.

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.

This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.

Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.

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

These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.

The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:

Upheld - Injustice remedied during organisations complaint processes

Upheld - fault & inj - no further action organisation already remedied

These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. 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 23 April 2025 of a remedy achieved before 31 March 2025, 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.