Reference	Authority	Category	Received
20009659	Bolsover District Council	Housing	21 Dec 2020
20000955	Bolsover District Council	Corporate & Other Services	03 Jul 2020
20004104	Bolsover District Council	Planning & Development	27 Aug 2020
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	14 Oct 2020
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	26 Nov 2020
20012560	Bolsover District Council	Housing	22 Feb 2021

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
20009659	Bolsover District Council	Housing	44186	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19014229	Bolsover District Council	Housing	44201	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Improved BinJ remedy,Provide services,Procedure or policy change/review	The Council will arrange for senior officers to review the findings from this investigation and identify what steps it could take to avoid similar faults occurring in the future. The Council will provide evidence to the Ombudsman of the review and any actions arising from it.
20000955	Bolsover District Council	Corporate & Other Services	44029	Closed after initial enquiries	Other reason not to investigate		
20004104	Bolsover District Council	Planning & Development	44106	Closed after initial enquiries	26(6)(b) appeal to Minister		
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	44118	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	44209	Advice given	Previously considered and decided		
20012560	Bolsover District Council	Housing	44249	Advice given	Signpost - go to complaint handling		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
No compliance data recorded during the period							