

<b>Reference</b>	<b>Authority</b>	<b>Category</b>	<b>Received</b>
18007307	Bolsover District Council	Planning & Development	19 Aug 2019
19000488	Bolsover District Council	Null	09 Apr 2019
19001599	Bolsover District Council	Housing	16 May 2019
19003062	Bolsover District Council	Benefits & Tax	28 May 2019
19004718	Bolsover District Council	Planning & Development	16 Jul 2019
19004972	Bolsover District Council	Corporate & Other Services	30 Aug 2019
19006429	Bolsover District Council	Planning & Development	17 Jul 2019
19009143	Bolsover District Council	Benefits & Tax	02 Sep 2019
19009839	Bolsover District Council	Housing	12 Sep 2019
19011357	Bolsover District Council	Benefits & Tax	07 Oct 2019
19014229	Bolsover District Council	Housing	20 Nov 2019

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement
18002549	Bolsover District Council	Environmental Services & Public Protection & Regulation	12/06/19	Not Upheld	no mal		
18007307	Bolsover District Council	Planning & Development	10/02/20	Not Upheld	no mal		
18012379	Bolsover District Council	Housing	17/09/19	Upheld	mal & inj	Apology, Other Remedy, Procedure or policy change/review	The Council will review how it records reasonable adjustments to ensure when a person nominates a representative or agrees other special arrangements with the Council these are adhered to.
18019117	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019438	Bolsover District Council	Corporate & Other Services	03/04/19	Closed after initial enquiries	Not warranted by alleged injustice		
18019695	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019732	Bolsover District Council	Environmental Services & Public Protection & Regulation	03/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000488	Bolsover District Council	Null	09/04/19	Incomplete /Invalid	Insufficient information to proceed and PA advised		
19001599	Bolsover District Council	Housing	11/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003062	Bolsover District Council	Benefits & Tax	24/07/19	Closed after initial enquiries	Other reason not to investigate		

19004718	Bolsover District Council	Planning & Development	13/09/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004972	Bolsover District Council	Corporate & Other Services	28/02/20	Not Upheld	no mal		
19006429	Bolsover District Council	Planning & Development	10/09/19	Closed after initial enquiries	26B(2) not made in 12 months		
19009143	Bolsover District Council	Benefits & Tax	31/10/19	Incomplete/ Invalid	Insufficient information to proceed and PA advised		
19009839	Bolsover District Council	Housing	05/11/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011357	Bolsover District Council	Benefits & Tax	07/10/19	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18012379	Bolsover District Council	Housing	17-Sep-19	Apology Other Remedy Procedure or policy change/review	17-Oct-19	15-Oct-19	Remedy complete and satisfied