

## Complaints Received

Reference	Authority	Category	Received
19002061	Tamworth Borough Council	Highways & Transport	08 May 2019
19002774	Tamworth Borough Council	Benefits & Tax	21 May 2019
19003094	Tamworth Borough Council	Housing	28 May 2019
19003518	Tamworth Borough Council	Housing	05 Jun 2019
19004363	Tamworth Borough Council	Housing	17 Jun 2019
19006203	Tamworth Borough Council	Null	12 Jul 2019
19006686	Tamworth Borough Council	Benefits & Tax	23 Jul 2019
19009701	Tamworth Borough Council	Environmental Services & Public Protection & Regulation	11 Sep 2019
19010634	Tamworth Borough Council	Housing	24 Sep 2019
19011463	Tamworth Borough Council	Benefits & Tax	08 Oct 2019
19012392	Tamworth Borough Council	Housing	23 Oct 2019
19012590	Tamworth Borough Council	Null	25 Oct 2019
19014272	Tamworth Borough Council	Benefits & Tax	20 Nov 2019
19017182	Tamworth Borough Council	Highways & Transport	16 Jan 2020
19018283	Tamworth Borough Council	Housing	31 Jan 2020
<b>Key</b>			
Decision Made			
No decision			

## Decisions Made

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
19002061	Tamworth Borough Council	Highways & Transport	31/10/2019	Not Upheld	no mal		
19002774	Tamworth Borough Council	Benefits & Tax	09/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003518	Tamworth Borough Council	Housing	05/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004363	Tamworth Borough Council	Housing	17/06/2019	Advice given	Signpost - go to complaint handling		
19006203	Tamworth Borough Council	Null	12/07/2019	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19006686	Tamworth Borough Council	Benefits & Tax	18/03/2020	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble	
19009701	Tamworth Borough Council	Environmental Services & Public Protection & Regulation	09/11/2019	Closed after initial enquiries	26(6)(c) Court remedy		
19010634	Tamworth Borough Council	Housing	24/09/2019	Referred back for local resolution	Premature Decision - advice given		
19011463	Tamworth Borough Council	Benefits & Tax	08/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012392	Tamworth Borough Council	Housing	23/10/2019	Advice given	Signpost - go to complaint handling		
19012590	Tamworth Borough Council	Null	25/10/2019	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19014272	Tamworth Borough Council	Benefits & Tax	21/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19018283	Tamworth Borough Council	Housing	31/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
<b>Key</b>							
No investigation	Investigation no fault found	Investigation fault found					