							Service improvement recommendations
Reference	Authority	Category	Decided	Decision	<b>Decison Reason</b>	Remedy	
		Environmental Services & Public					
20009752		Protection & Regulation	23/06/21	Not Upheld	no mal		
20011843	SHDC	Planning & Development	27/09/21	Upheld	mal no inj		
20012059	SHDC	Planning & Development	31/08/21	Closed after initial enquiries	Not warranted by alleged		
20012039	ЗПИС	Flaming & Development	31/00/21	Ciosed after initial enquiries	Not warranted by alleged		
20012536	SHDC	Planning & Development	19/04/21	Closed after initial enquiries			
20012583		Environmental Services & Public Protection & Regulation	24/01/22	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review	Review the way it responds to refuse complaints, ensuring that it follows its own complaints policy and provides responses to complaints within its published timeframes. Look into why reports of missed collections were not dealt with sooner, given the Council were passing reports onto its contractor. It should assess whether any issues relating to this are still outstanding.
0400000	OLID O	<b>.</b>	00/04/04		Insufficient information to		
21000825 21000873		NULL	20/04/21	Incomplete/Invalid	proceed and PA advised		
21000873	SHDC	Planning & Development Environmental Services & Public	15/11/21	Not Upheld Referred back for local	no mal  Premature Decision - advice		
21001467	SHDC	Protection & Regulation	04/05/21	resolution	given		
21001101		Environmental Services & Public	0 1700/2 1	Referred back for local	Premature Decision - advice		
21002585	SHDC	Protection & Regulation	24/05/21	resolution	given		
21002802	SHDC	Planning & Development	08/07/21	Closed after initial enquiries	. , . ,		
04000000	CLIDO	Environmental Services & Public	40/00/04	Referred back for local	Premature Decision - advice		
21003992	SHDC	Protection & Regulation Environmental Services & Public	18/06/21	resolution	given Premature Decision - advice		
21004065	SHDC	Protection & Regulation	30/06/21	Referred back for local resolution	given		
		Environmental Services & Public		Referred back for local	Premature Decision - advice		
21005298	SHDC	Protection & Regulation	13/07/21	resolution	given		
0.400=0.40	01100	Environmental Services & Public	0.4.10=10.4	Referred back for local	Premature Decision - advice		
21005612	SHDC	Protection & Regulation	21/07/21	resolution	given		
21006629	SHDC	Environmental Services & Public Protection & Regulation	09/08/21	Referred back for local resolution	Premature Decision - advice given		
21000023	OHDO	1 Total of the Guidalion	03/00/21	resolution	Not warranted by alleged		
21006745	SHDC	Planning & Development	18/10/21	Closed after initial enquiries			
					Not warranted by alleged		
21008251	SHDC	Planning & Development	27/01/22	Closed after initial enquiries			
0400000	OLID O		10/10/01		26(6)(a) tribunal		
21008285	SHDC	Highways & Transport	19/10/21	Closed after initial enquiries			
21008306	SHDC	Corporate & Other Services	10/11/21	Closed after initial enquiries	Not warranted by alleged injustice		
2100000	0.150	Corporate & Curer Cormoss	10/11/21	Olocoa alter illiaar eriqairies	Insufficient information to		
21009885	SHDC	Planning & Development	07/10/21	Incomplete/Invalid	proceed and PA advised		
		Environmental Services & Public		Referred back for local	Premature Decision - advice		
21010063	SHDC	Protection & Regulation	11/10/21	resolution	given		
21010758	SHDC	Corporate & Other Services	23/11/21	Closed after initial enquiries	Other reason not to investigate		
21011575	SHDC	Environmental Services & Public Protection & Regulation	29/03/22	Not Upheld	Other reason not to continue with investigation		
				Referred back for local	Premature Decision - advice		
21013245	SHDC	Planning & Development	03/12/21	resolution	given		
04040040	CLIDO	Diamina & Davidanov t	04/04/00	Referred back for local	Premature Decision -		
21013813	SHDC	Planning & Development	21/01/22	resolution	referred to BinJ		

21014318		Environmental Services & Public Protection & Regulation	04/01/22	Referred back for local resolution	Premature Decision - advice given
21014733	SHDC	Planning & Development	10/01/22	Referred back for local resolution	Premature Decision - advice given
21018907	SHDC	Planning & Development	28/03/22	Incomplete/Invalid	Insufficient information to proceed and PA advised