Reference	Authority	Category	Received
	Staffordshire County Council	Education & Childrens Services	16 Oct 2020
	Staffordshire County Council	Environmental Services & Public Protection & Regulation	09 Jul 2020
	Staffordshire County Council	Highways & Transport	06 Jan 2021
	Staffordshire County Council Staffordshire County Council	Adult Care Services Environmental Services & Public Protection & Regulation	16 Sep 2020 29 Jun 2020
	Staffordshire County Council	Adult Care Services	08 Jul 2020
	Staffordshire County Council	Education & Childrens Services	14 Jul 2020
	Staffordshire County Council	Highways & Transport	16 Jul 2020
	Staffordshire County Council	Adult Care Services	20 Jul 2020
	Staffordshire County Council	Education & Childrens Services	16 Jul 2020
	Staffordshire County Council	Education & Childrens Services	22 Jul 2020
	Staffordshire County Council	Highways & Transport	22 Jul 2020
	Staffordshire County Council	Education & Childrens Services	28 Jul 2020
	Staffordshire County Council	Adult Care Services	06 Aug 2020
20002627	Staffordshire County Council	Adult Care Services	30 Jul 2020
20002650	Staffordshire County Council	Education & Childrens Services	31 Jul 2020
20002779	Staffordshire County Council	Adult Care Services	14 Aug 2020
20002889	Staffordshire County Council	Adult Care Services	05 Aug 2020
	Staffordshire County Council	Education & Childrens Services	11 Aug 2020
	Staffordshire County Council	Highways & Transport	27 Aug 2020
	Staffordshire County Council	Education & Childrens Services	20 Aug 2020
	Staffordshire County Council	Education & Childrens Services	24 Aug 2020
	Staffordshire County Council	Planning & Development	03 Dec 2020
	Staffordshire County Council	Adult Care Services	25 Aug 2020
	Staffordshire County Council	Adult Care Services	01 Sep 2020
	Staffordshire County Council	Adult Care Services	02 Sep 2020
	Staffordshire County Council	Corporate & Other Services Adult Care Services	04 Sep 2020 23 Sep 2020
	Staffordshire County Council Staffordshire County Council	Adult Care Services Adult Care Services	16 Sep 2020
	Staffordshire County Council	Education & Childrens Services	16 Sep 2020
	Staffordshire County Council	Highways & Transport	22 Sep 2020
	Staffordshire County Council	Highways & Transport	23 Sep 2020
	Staffordshire County Council	Education & Childrens Services	28 Sep 2020
	Staffordshire County Council	Education & Childrens Services	30 Sep 2020
	Staffordshire County Council	Education & Childrens Services	05 Oct 2020
	Staffordshire County Council	Education & Childrens Services	05 Oct 2020
	Staffordshire County Council	Corporate & Other Services	09 Oct 2020
20006715	Staffordshire County Council	Environmental Services & Public Protection & Regulation	20 Oct 2020
20007051	Staffordshire County Council	Highways & Transport	27 Oct 2020
20007334	Staffordshire County Council	Highways & Transport	02 Nov 2020
20007369	Staffordshire County Council	Environmental Services & Public Protection & Regulation	02 Nov 2020
	Staffordshire County Council	Adult Care Services	03 Nov 2020
	Staffordshire County Council	Adult Care Services	12 Nov 2020
	Staffordshire County Council	Education & Childrens Services	24 Nov 2020
	Staffordshire County Council	Highways & Transport	01 Dec 2020
	Staffordshire County Council	Adult Care Services	10 Dec 2020
	Staffordshire County Council	Highways & Transport	22 Dec 2020
	Staffordshire County Council	Education & Childrens Services	03 Feb 2021
	Staffordshire County Council	Education & Childrens Services	05 Jan 2021
	Staffordshire County Council	Education & Childrens Services	15 Jan 2021
	Staffordshire County Council	Education & Childrens Services	08 Jan 2021
	Staffordshire County Council Staffordshire County Council	Highways & Transport Education & Childrens Services	11 Jan 2021 18 Jan 2021
	Staffordshire County Council	Education & Childrens Services Education & Childrens Services	25 Jan 2021
	Staffordshire County Council	Highways & Transport	26 Jan 2021
	Staffordshire County Council	Education & Childrens Services	28 Jan 2021
	Staffordshire County Council	Environmental Services & Public Protection & Regulation	03 Feb 2021
	Staffordshire County Council	Highways & Transport	17 Feb 2021
	Staffordshire County Council	Education & Childrens Services	03 Feb 2021
	Staffordshire County Council	Education & Childrens Services	11 Feb 2021
20012641	Staffordshire County Council	Highways & Transport	23 Feb 2021
	Staffordshire County Council	Education & Childrens Services	08 Mar 2021
20012785	Staffordshire County Council	Environmental Services & Public Protection & Regulation	24 Feb 2021
	Staffordshire County Council	Adult Care Services	25 Mar 2021
	Staffordshire County Council	Adult Care Services	29 Mar 2021
	Staffordshire County Council	Education & Childrens Services	29 Mar 2021
	Staffordshire County Council	Adult Care Services	05 Nov 2020
	Staffordshire County Council	Education & Childrens Services	18 Nov 2020
	Staffordshire County Council	Highways & Transport	15 Mar 2021
	Staffordshire County Council	Adult Care Services	23 Mar 2021
	Staffordshire County Council	Education & Childrens Services	01 Jul 2020
	Staffordshire County Council	Education & Childrens Services	05 Aug 2020
20003955	Staffordshire County Council	Adult Care Services	16 Sep 2020
	Staffordshire County Council	Adult Care Services	27 Aug 2020

20005835 Staffordshire County Council	Adult Care Services	27 Oct 2020
20006219 Staffordshire County Council	Education & Childrens Services	09 Oct 2020
20006751 Staffordshire County Council	Adult Care Services	04 Feb 2021
20006819 Staffordshire County Council	Education & Childrens Services	01 Dec 2020
20006912 Staffordshire County Council	Education & Childrens Services	22 Oct 2020
20007506 Staffordshire County Council	Education & Childrens Services	04 Nov 2020
20008386 Staffordshire County Council	Adult Care Services	23 Nov 2020
20008962 Staffordshire County Council	Adult Care Services	04 Dec 2020
20009187 Staffordshire County Council	Education & Childrens Services	02 Feb 2021
20009236 Staffordshire County Council	Education & Childrens Services	10 Dec 2020
20009532 Staffordshire County Council	Adult Care Services	06 Jan 2021
20010219 Staffordshire County Council	Education & Childrens Services	07 Jan 202
20010881 Staffordshire County Council	Education & Childrens Services	20 Jan 202
20010985 Staffordshire County Council	Education & Childrens Services	21 Jan 202
20011360 Staffordshire County Council	Adult Care Services	28 Jan 202
20011637 Staffordshire County Council	Adult Care Services	04 Feb 202°
20012364 Staffordshire County Council	Adult Care Services	17 Feb 202°
20012417 Staffordshire County Council	Education & Childrens Services	19 Feb 2021
20012458 Staffordshire County Council	Corporate & Other Services	19 Feb 202 ²
20012642 Staffordshire County Council	Adult Care Services	26 Feb 202°
20013018 Staffordshire County Council	Education & Childrens Services	05 Mar 202
20013025 Staffordshire County Council	Education & Childrens Services	02 Mar 202
20013586 Staffordshire County Council	Corporate & Other Services	11 Mar 2021
20013657 Staffordshire County Council	Education & Childrens Services	16 Mar 2021
20014126 Staffordshire County Council	Highways & Transport	24 Mar 202
20014181 Staffordshire County Council	Education & Childrens Services	24 Mar 202

Reference	Authority	Category	ecided Decision	Decison Reason	Remedy	Service improvement recommendations
	Staffordshire County Council	Education & Childrens Services	06 Aug 2020 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of	The Council should ensure decision letters about home to school transport are set out clearly to include the rationale for the decision and the evidence gathered and relied upon when making the decision. The Council should provide evidence to the
					guidance	Ombudsman that relevant staff, appeal decision makers and panel members have received information to remind them of the
				mal & inj	Apology,Provide information/advice,Provide services	
19000950	Staffordshire County Council	Education & Childrens Services	20 Jul 2020 Upheld	mal & inj	Improved BinJ remedy, Apology, Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service, Provide information/advice, Provide services, Provide training and/or guidance	Within three months of the date of the decision on the complaint, the Council will: Complete revisions to the assessment of the child's needs; Offer and complete carer and young carer assessments (unless these are refused, in which case the refusal
						should be documented); Put in place any services deemed necessary to meet needs identified by the above assessments, and
19004293	Staffordshire County Council	Education & Childrens Services		mal & inj	Apology,New appeal/review or reconsidered decision,Procedure or policy change/review	The Council agrees to review its home to school transport policy and procedure to ensure it is in line with statutory requirements.
	Staffordshire County Council Staffordshire County Council		05 Jun 2020 Upheld 02 Sep 2020 Upheld	mal & inj mal & inj	Reassessment Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	The Council agrees to: Review its policy for care provided to full contribution clients to ensure there are procedures in place to
19007136	Starrordshire County Council	Adult Care Services	U2 Sep 2020 Upneid	mai & inj	Pilialidal rediess. Avoidable discless/lime and couble, Procedure of policy dialigeneview	monitor the care provided. • Review how the Council monitors care providers to ensure full contribution clients are charged
19008804	Staffordshire County Council	Adult Care Services	06 Oct 2020 Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review, Provide	correctly where the care is commissioned by the Council. The Council will also review and amend its policy to reflect the findings of this decision statement to ensure service users can
	·				training and/or guidance,Provide services	use a direct payment to pay for respite care if this is what they want to do. The Ombudsman should be provided with a copy of the amended policy. The Council will also ensure relevant front-line staff are made aware of this change in policy. The
19009868	Staffordshire County Council	Adult Care Services	29 Jun 2020 Not Upheld	no mal		Ombudaman shauld be resulted with suidence that this has taken alone
19010912	Staffordshire County Council	Adult Care Services	26 Jun 2020 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide services, Provide	
19011904	Staffordshire County Council	Education & Childrens Services	22 Sep 2020 Upheld	mal & inj		The Council has agreed to provide evidence to the Ombudsman of the learning or changes to practice resulting from the
					land/or guidance	learning event it held following this complaint. The Council has agreed to remind staff that a response to a complaint should say what it upholds or does not uphold, the basis for that decision, and what any remedy will be.
	Staffordshire County Council Staffordshire County Council			mal no inj	Financial redress: Avoidable distress/time and trouble.Financial redress: Loss of service	
				mal & inj	Financial Redress: Quantifiable Loss,New appeal/review or reconsidered decision	
19012247	Staffordshire County Council	Highways & Transport	21 Sep 2020 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	The Council willsend a memo to customer services advisers to ensure for those residents reporting highway defects that cannot access the Council's online service information is provided either verbally or in writing about the prioritisation given to a highway
						defect and the likely timescale for completion (once the defect is inspected). The Council willremind officers in the customer
19012601	Staffordshire County Council	Adult Care Services	14 Aug 2020 Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review, Provide training and/or guidance	The Council has agreed to review its processes to ensure service users are not left without funding for respite when there are delays in support planning. The Council has agreed to remind staff that direct payments can be used flexibly to meet eligible
10012675	Staffordshire County Council	Adult Care Services	29 Jul 2020 Inhald	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	needs in line with statutory quidance. The Council has agreed to identify the action it needs to take to ensure Chaseview produces a person-centred care plan for
			·	, and the second		each resident, involving their carer where relevant,
19012812	Staffordshire County Council	Adult Care Services	09 Oct 2020 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Procedure or policy change/review	The Council will also review its internal processes and systems to ensure information about deferred payments is readily available to front line staff providing advice to families about care costs. The Council should inform the Ombudsman what
19012997	Staffordshire County Council	Education & Childrens Services	07 Sep 2020 Not Upheld	no mal		action has been taken to address this issue.
19013225	Staffordshire County Council	Education & Childrens Services	29 Jul 2020 Upheld	mal & inj	Apology,New appeal/review or reconsidered decision,Procedure or policy change/review	The Council agrees to review the home to school transport policy within two months of the final decision.
	Staffordshire County Council Staffordshire County Council	Education & Childrens Services Education & Childrens Services	29 Jul 2020 Upheld 29 Jul 2020 Upheld	mal & inj mal & inj	Apology, New appeal/review or reconsidered decision, Procedure or policy change/review Apology, New appeal/review or reconsidered decision, Procedure or policy change/review	The Council agrees to a new appeal and if successful to pay transport costs. The Council agrees to within two months of the decision review the home to school transport policy
19013470	Staffordshire County Council	Education & Childrens Services	29 Jul 2020 Upheld	mal & inj	Apology,New appeal/review or reconsidered decision,Procedure or policy change/review	The Council agreed to review its home to school transport policy.
		Education & Childrens Services Education & Childrens Services		mal & inj mal & inj	Apology, New appeal/review or reconsidered decision, Procedure or policy change/review Apology, New appeal/review or reconsidered decision, Procedure or policy change/review	The Council agrees to review its home to school transport policy. The Council agrees to within two months of the final decision to review its home to school transport policy.
				mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss	So sonour sumpors pointy.
		Environmental Services & Public Protection & Regulation	15 Jun 2020 Not Upheld	no mal		
	Staffordshire County Council	Education & Childrens Services	23 Nov 2020 Upheld	mal & inj	Apology,New appeal/review or reconsidered decision,Procedure or policy change/review	The Council will within two months of the final decision review its home to school transport policy.
	Staffordshire County Council Staffordshire County Council	Adult Care Services Highways & Transport	29 Jul 2020 Not Upheld 16 Jun 2020 Not Upheld	Other reason not to continue with investigation no mal		
19014861	Staffordshire County Council	Education & Childrens Services	19 Aug 2020 Upheld	mal & inj	New appeal/review or reconsidered decision	
19016078	Staffordshire County Council	Highways & Transport Education & Childrens Services		26(6)(c) Court remedy no mal		
	Staffordshire County Council			mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	For the Council to tell me how it will seek to ensure education psychology can properly respond to statutory assessment requests for children and young people within statutory timescales. For the Council to tell me how it will plan to minimise delays
						requests for children and young people within statutory timescales. For the Council to tell me how it will plan to minimise delays in its complaints process. For the Council to tell me how it plans to keep parents better informed throughout the process of
				mal & inj	Financial redress: Loss of service, Financial redress: Avoidable distress/time and trouble	For the Council to tell me how it will leave parent
			· ·	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service, Procedure or policy change/review	For the Council to tell me how it will keep parents and guardians informed of the progress of education, health and care plans in the future. For the Council to consider how it might put details of Stage Two complaints on its website
19017142	Staffordshire County Council	Education & Childrens Services	04 Dec 2020 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service	
		Education & Childrens Services Education & Childrens Services		mal & inj	Financial redress: Avoidable distress/time and trouble	
				Sch 5.1 court proceedings Premature Decision - referred to BinJ		
		Environmental Services & Public Protection & Regulation		26(6)(c) Court remedy	Partition and the second	
	Staffordshire County Council Staffordshire County Council			Injustice remedied during LGO consideration mal & inj	Provide services Apology	
	Staffordshire County Council			mal & inj	Apology, Financial redress: Avoidable distress/time and trouble Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy	Within three months, the Council will review the Trust's complaint handling processes to ensure all those who complain about
19020766	Staffordshire County Council	Adult Care Services	15 Feb 2021 Upheld	mal & inj	change/review,Provide services	social care services receive a prompt response to their complaints. Within three months, the Council will ensure all carers with
40000700	Staffordshire County Council	Ulahara 0 Tanana	15 Apr 2020 Closed after initial enquiries	00(0)(-) 0		eligible needs receive a carers support plan Within three months, the Council will stop using the carers hub to do carers
		Highways & Transport Environmental Services & Public Protection & Regulation	29 Jun 2020 Referred back for local resolution	26(6)(c) Court remedy Premature Decision - advice given		
		Adult Care Services Education & Childrens Services	08 Jul 2020 Incomplete/Invalid 19 Aug 2020 Closed after initial enquiries	Insufficient information to proceed and PA advised 26B(2) not made in 12 months		
			14 Aug 2020 Closed after initial enquiries	Other Agency better placed		
		Education & Childrens Services Education & Childrens Services	16 Jul 2020 Referred back for local resolution 22 Jul 2020 Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
		Highways & Transport	22 Jul 2020 Referred back for local resolution	Premature Decision - advice given		
	Staffordshire County Council	Education & Childrens Services Adult Care Services	28 Jul 2020 Incomplete/Invalid	Insufficient information to proceed and PA advised		
20002627		Adult Care Services Adult Care Services	06 Aug 2020 Referred back for local resolution 30 Jul 2020 Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
				Sch 5.1 court proceedings Premature Decision - advice given		
			05 Aug 2020 Incomplete/Invalid	Insufficient information to proceed and PA advised		
	Staffordshire County Council		28 Sep 2020 Closed after initial enquiries	Not warranted by alleged mal/service failure		
20003639			20 Aug 2020 Referred back for local resolution	Not warranted by alleged mal/service failure Premature Decision - advice given		
				mal & inj	Financial redress: Avoidable distress/time and trouble, Provide services, Provide training and/or quidance	The Council agrees to remind staff dealing with statutory complaints of the process of escalating a complaint through the statutory procedure, and the limited circumstances in which the Council is not required to investigate a complaint, or can refer a
20000041	Staffordshire County Council	Planning & Development	28 Jan 2021 Closed after initial enquiries	Not warranted by alloyed melloop day failure	-	complaint early to the Ombudsman.
20003954	Staffordshire County Council	Adult Care Services	05 Oct 2020 Referred back for local resolution	Not warranted by alleged mal/service failure Premature Decision - referred to BinJ		
20004169	Staffordshire County Council	Adult Care Services	09 Mar 2021 Not Upheld	no mal Premature Decision - referred to BinJ		
20004462	Staffordshire County Council		04 Sep 2020 Incomplete/Invalid	Premature Decision - referred to BinJ Insufficient information to proceed and PA advised		
20004575	Staffordshire County Council	Adult Care Services	31 Mar 2021 Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Reassessment Financial Redress: Quantifiable Loss, Provide services	
20004915	Staffordshire County Council	Education & Childrens Services	16 Sep 2020 Referred back for local resolution	Premature Decision - advice given	1. HIGH PART TO SEE QUERTINIAND LOSS, FIVE SEE VICES	
20005174	Staffordshire County Council	Highways & Transport	02 Nov 2020 Closed after initial enquiries	26(6)(c) Court remedy 26(6)(c) Court remedy		
20005443	Staffordshire County Council	Education & Childrens Services	28 Sep 2020 Referred back for local resolution	Premature Decision - referred to BinJ		
20005637	Staffordshire County Council			Premature Decision - advice given Premature Decision - referred to BinJ		
20005900	Staffordshire County Council	Education & Childrens Services	12 Nov 2020 Closed after initial enquiries	26A Not a suitable person or representative		
20006168	Staffordshire County Council	Corporate & Other Services	21 Oct 2020 Closed after initial enquiries	Sch 5.4 personnel Not warranted by alleged malicening failure		
20007051	Staffordshire County Council	Highways & Transport	09 Dec 2020 Closed after initial enquiries	Not warranted by alleged mal/service failure 26(6)(a) tribunal TPT/PATAS		
				Not warranted by alleged mal/service failure		
20007447		Adult Care Services		Insufficient information to proceed and PA advised Premature Decision - advice given		
20007867	Staffordshire County Council	Adult Care Services	24 Dec 2020 Referred back for local resolution	Premature Decision - referred to BinJ		
20008762		Highways & Transport	24 Nov 2020 Referred back for local resolution 13 Jan 2021 Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged mal/service failure		
20009230	Staffordshire County Council	Adult Care Services	10 Dec 2020 Referred back for local resolution	Premature Decision - advice given S27 not by member of the public		
20009952	Staffordshire County Council	Education & Childrens Services	11 Mar 2021 Closed after initial enquiries	26(6)(c) Court remedy		
20010019	Staffordshire County Council	Education & Childrens Services	05 Jan 2021 Referred back for local resolution	Premature Decision - advice given		
20010313	Staffordshire County Council Staffordshire County Council	Education & Childrens Services		No worthwhile outcome achievable by investigation Premature Decision - advice given		
20010403	Staffordshire County Council	Highways & Transport	11 Jan 2021 Referred back for local resolution	Premature Decision - advice given		
		Education & Childrens Services	05 Mar 2021 Closed after initial enquiries	26(6)(c) Court remedy 26(6)(c) Court remedy		
20011260	Staffordshire County Council	Highways & Transport	26 Jan 2021 Referred back for local resolution	Premature Decision - advice given		
20011520		Education & Childrens Services Environmental Services & Public Protection & Regulation		Insufficient information to proceed and PA advised 26(6)(c) Court remedy		
20011608	Staffordshire County Council	Highways & Transport	18 Feb 2021 Advice given	Body not in jurisdiction		
20012102	Staffordshire County Council			26(6)(c) Court remedy 26(6)(c) Court remedy		
20012641	Staffordshire County Council	Highways & Transport	24 Feb 2021 Closed after initial enquiries	Not warranted by alleged mal/service failure		
	Staffordshire County Council Staffordshire County Council		08 Mar 2021 Referred back for local resolution 24 Feb 2021 Referred back for local resolution	Premature Decision - advised Premature Decision - advice given		
20014242	Staffordshire County Council	Adult Care Services	25 Mar 2021 Incomplete/Invalid	Insufficient information to proceed and PA advised		
			29 Mar 2021 Referred back for local resolution 29 Mar 2021 Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
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Reference Authority	Category		Remedy Target Date	Remedy Achieved Date Satisfaction with Compliance
18011727 Staffordshire County Council	Education & Childrens Services	06-Aug-20 ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceFinancial I	06-Nov-20	25-Nov-20 Remedy completed late
18013684 Staffordshire County Council	Education & Childrens Services	02-Sep-19 ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	12-Dec-19	11-Feb-21 Remedy completed late
19000011 Staffordshire County Council	Adult Care Services	30-Sep-20 ApologyProvide information/adviceProvide services	25-Nov-20	27-Nov-20 Remedy complete and satisfied
19000950 Staffordshire County Council	Education & Childrens Services	20-Jul-20 Improved BinJ remedyApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Lo	29-Oct-20	21-Oct-20 Remedy not complete but satisfied
19004293 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	17-Dec-20 Remedy completed late
19004643 Staffordshire County Council	Adult Care Services	05-Jun-20 Reassessment	05-Aug-20	26-Aug-20 Remedy completed late
19008553 Staffordshire County Council	Environmental Services & Public Protection & Regulation	17-Mar-20 ApologyFinancial redress: Avoidable distress/time and trouble	16-Apr-20	24-Apr-20 Remedy complete and satisfied
19008804 Staffordshire County Council	Adult Care Services	06-Oct-20 Financial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training a	03-Nov-20	04-Nov-20 Remedy complete and satisfied
19010912 Staffordshire County Council	Adult Care Services	26-Jun-20 ApologyFinancial redress: Avoidable distress/time and troubleProvide servicesProvide information/advice	27-Jun-20	07-Sep-20 Remedy completed late
19011306 Staffordshire County Council	Adult Care Services	03-Mar-20 ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	30-Nov-20	17-Nov-20 Remedy complete and satisfied
19011904 Staffordshire County Council	Education & Childrens Services	22-Sep-20 ApologyFinancial redress: Avoidable distress/time and troubleAdd or Correct RecordsProvide training and	16-Dec-20	12-Jan-21 Remedy complete and satisfied
19012247 Staffordshire County Council	Highways & Transport	21-Sep-20 ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	23-Nov-20	16-Oct-20 Remedy complete and satisfied
19012601 Staffordshire County Council	Adult Care Services	14-Aug-20 Financial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training a	14-Oct-20	16-Oct-20 Remedy completed late
19012675 Staffordshire County Council	Adult Care Services	28-Jul-20 ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	16-Sep-20	02-Oct-20 Remedy completed late
19012812 Staffordshire County Council	Adult Care Services	09-Oct-20 ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable LossProced	06-Nov-20	15-Feb-21 Remedy completed late
19013225 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013231 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013446 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013470 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013474 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013610 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20 Remedy completed late
19013721 Staffordshire County Council	Adult Care Services	29-Jun-20 ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable Loss	17-Sep-20	10-Sep-20 Remedy complete and satisfied
19014232 Staffordshire County Council	Education & Childrens Services	29-Jul-20 ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	18-Dec-20 Remedy completed late
19014861 Staffordshire County Council	Education & Childrens Services	19-Aug-20 New appeal/review or reconsidered decision	11-Nov-20	13-Nov-20 Remedy completed late
19016081 Staffordshire County Council	Education & Childrens Services	23-Sep-20 ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	23-Dec-20	18-Feb-21 Remedy completed late
19016655 Staffordshire County Council	Education & Childrens Services	23-Sep-20 ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProcedure	23-Dec-20	13-Jan-21 Remedy complete and satisfied
19017142 Staffordshire County Council	Education & Childrens Services	04-Dec-20 ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of service	04-Mar-21	04-Mar-21 Remedy complete and satisfied
19017310 Staffordshire County Council	Education & Childrens Services	18-Jun-20 Financial redress: Avoidable distress/time and trouble	18-Jul-20	28-Aug-20 Remedy completed late
19020198 Staffordshire County Council	Highways & Transport	15-Feb-21 Provide services	15-Mar-21	16-Mar-21 Remedy complete and satisfied
19020303 Staffordshire County Council	Highways & Transport	22-Sep-20 Apology	20-Oct-20	09-Oct-20 Remedy complete and satisfied