LGSCO Complaints received against Birmingham City Council

Reference	Authority	Category	Received
19004941	Birmingham City Council	Housing	25 Jun 2019
18004596	Birmingham City Council	Benefits & Tax	29 Jul 2019
18005831	Birmingham City Council	Housing	10 Apr 2019
18006855	Birmingham City Council	Benefits & Tax	16 Apr 2019
18008057	Birmingham City Council	Corporate & Other Services	30 Oct 2019
19008715	Birmingham City Council	Education & Childrens Services	23 Aug 2019
19009121	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Feb 2020
19013150	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Nov 2019
18015094	Birmingham City Council	Benefits & Tax	20 Aug 2019
18015819	Birmingham City Council	Housing	07 Aug 2019
19013092	Birmingham City Council	Benefits & Tax	04 Nov 2019
18016037	Birmingham City Council	Corporate & Other Services	03 Jun 2019
18016051	Birmingham City Council	Housing	17 Jul 2019
18016728	Birmingham City Council	Education & Childrens Services	07 Aug 2019
18018622	Birmingham City Council	Housing	17 Jun 2019
18019586	Birmingham City Council	Housing	11 Jun 2019
18019697	Birmingham City Council	Highways & Transport	02 Apr 2019
18019863	Birmingham City Council	Corporate & Other Services	08 Apr 2019
19000048	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Apr 2019
19000066	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Apr 2019
19000120	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Apr 2019
19000123	Birmingham City Council	Corporate & Other Services	02 Apr 2019
19000128	Birmingham City Council	Benefits & Tax	02 Apr 2019
19000267	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Apr 2019
19000296	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Apr 2019
19000318	Birmingham City Council	Planning & Development	04 Apr 2019
19000354	Birmingham City Council	Null	05 Apr 2019
19000435	Birmingham City Council	Housing	08 Apr 2019
19000457	Birmingham City Council	Education & Childrens Services	08 Apr 2019
19000513	Birmingham City Council	Adult Care Services	09 Apr 2019

19000542	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Apr 2019
19000567	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Apr 2019
19000636	Birmingham City Council	Benefits & Tax	10 Apr 2019
19000711	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Apr 2019
19000728	Birmingham City Council	Education & Childrens Services	12 Apr 2019
19000748	Birmingham City Council	Education & Childrens Services	12 Apr 2019
19000775	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Apr 2019
19000833	Birmingham City Council	Education & Childrens Services	20 Nov 2019
19000860	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Apr 2019
19000865	Birmingham City Council	Housing	15 Apr 2019
19000989	Birmingham City Council	Benefits & Tax	17 Apr 2019
19000998	Birmingham City Council	Education & Childrens Services	17 Apr 2019
19001132	Birmingham City Council	Highways & Transport	23 Apr 2019
19001144	Birmingham City Council	Planning & Development	21 Feb 2020
19001150	Birmingham City Council	Benefits & Tax	23 Apr 2019
19001200	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Apr 2019
19001242	Birmingham City Council	Benefits & Tax	24 Apr 2019
19001247	Birmingham City Council	Adult Care Services	24 Apr 2019
19001257	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Apr 2019
19001269	Birmingham City Council	Housing	24 Apr 2019
19001308	Birmingham City Council	Adult Care Services	29 Apr 2019
19001312	Birmingham City Council	Corporate & Other Services	25 Apr 2019
19001490	Birmingham City Council	Corporate & Other Services	29 Apr 2019
19001531	Birmingham City Council	Benefits & Tax	10 May 2019
19001561	Birmingham City Council	Housing	30 Apr 2019
19001606	Birmingham City Council	Planning & Development	01 May 2019
19001640	Birmingham City Council	Adult Care Services	01 May 2019
19001646	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 May 2019

19001690	Birmingham City Council	Benefits & Tax	01 May 2019
19001707	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 May 2019
19001743	Birmingham City Council	Adult Care Services	02 May 2019
19001766	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 May 2019
19001788	Birmingham City Council	Corporate & Other Services	02 May 2019
19001869	Birmingham City Council	Corporate & Other Services	07 May 2019
19001879	Birmingham City Council	Housing	07 May 2019
19001881	Birmingham City Council	Benefits & Tax	07 May 2019
19001884	Birmingham City Council	Education & Childrens Services	07 May 2019
19001951	Birmingham City Council	Highways & Transport	07 May 2019
19001969	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19001974	Birmingham City Council	Highways & Transport	08 May 2019
19002038	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19002055	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 May 2019
19002096	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 May 2019
19002102	Birmingham City Council	Benefits & Tax	09 May 2019
19002103	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 May 2019
19002140	Birmingham City Council	Education & Childrens Services	10 May 2019
19002217	Birmingham City Council	Education & Childrens Services	13 May 2019
19002317	Birmingham City Council	Benefits & Tax	15 May 2019
19002357	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 May 2019
19002435	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 May 2019
19002504	Birmingham City Council	Education & Childrens Services	17 May 2019
19002551	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 May 2019
19002569	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 May 2019

19002623	Birmingham City Council	Benefits & Tax	03 Jul 2019
19002629	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 May 2019
19002662	Birmingham City Council	Planning & Development	21 May 2019
19002667	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 May 2019
19002747	Birmingham City Council	Benefits & Tax	21 May 2019
19002781	Birmingham City Council	Housing	21 May 2019
19002833	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 May 2019
19002868	Birmingham City Council	Adult Care Services	23 May 2019
19002899	Birmingham City Council	Housing	23 May 2019
19002964	Birmingham City Council	Planning & Development	24 May 2019
19003085	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003113	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003132	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 May 2019
19003138	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19003222	Birmingham City Council	Benefits & Tax	28 May 2019
19003251	Birmingham City Council	Benefits & Tax	29 May 2019
19003252	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 May 2019
19003269	Birmingham City Council	Benefits & Tax	29 May 2019
19003323	Birmingham City Council	Benefits & Tax	31 May 2019
19003328	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Sep 2019
19003392	Birmingham City Council	Education & Childrens Services	31 May 2019
19003428	Birmingham City Council	Education & Childrens Services	31 May 2019
19003513	Birmingham City Council	Highways & Transport	04 Jun 2019
19003634	Birmingham City Council	Other	05 Jun 2019
19003814	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Jul 2019

19003823	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003839	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003841	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Jun 2019
19003861	Birmingham City Council	Adult Care Services	10 Jun 2019
19003887	Birmingham City Council	Planning & Development	13 Aug 2019
19003904	Birmingham City Council	Housing	11 Jun 2019
19003962	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Jun 2019
19003993	Birmingham City Council	Housing	11 Jun 2019
19004076	Birmingham City Council	Housing	25 Nov 2019
19004079	Birmingham City Council	Education & Childrens Services	12 Jun 2019
19004130	Birmingham City Council	Benefits & Tax	13 Jun 2019
19004217	Birmingham City Council	Highways & Transport	14 Jun 2019
19004245	Birmingham City Council	Adult Care Services	20 Jun 2019
19004252	Birmingham City Council	Environmental Services & Public Protection & Regulation	14 Jun 2019
19004346	Birmingham City Council	Education & Childrens Services	17 Jun 2019
19004439	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Jul 2019
19004456	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004467	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004476	Birmingham City Council	Other	18 Jun 2019
19004478	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jun 2019
19004519	Birmingham City Council	Education & Childrens Services	19 Jun 2019
19004634	Birmingham City Council	Benefits & Tax	20 Jun 2019
19004788	Birmingham City Council	Benefits & Tax	24 Jun 2019
19004808	Birmingham City Council	Corporate & Other Services	24 Jun 2019
19004836	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jun 2019
19004877	Birmingham City Council	Education & Childrens Services	06 Nov 2019

19004890	Birmingham City Council	Housing	25 Jun 2019
19004927	Birmingham City Council	Education & Childrens Services	25 Jun 2019
19004932	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jun 2019
19004978	Birmingham City Council	Highways & Transport	27 Jun 2019
19004998	Birmingham City Council	Housing	26 Jun 2019
19005000	Birmingham City Council	Benefits & Tax	26 Jun 2019
19005022	Birmingham City Council	Benefits & Tax	26 Jun 2019
19005045	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Aug 2019
19005062	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jun 2019
19005068	Birmingham City Council	Null	26 Jun 2019
19005126	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jun 2019
19005128	Birmingham City Council	Education & Childrens Services	27 Jun 2019
19005193	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jun 2019
19005221	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jun 2019
19005268	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Aug 2019
19005305	Birmingham City Council	Education & Childrens Services	01 Jul 2019
19005394	Birmingham City Council	Adult Care Services	02 Jul 2019
19005502	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Jul 2019
19005591	Birmingham City Council	Education & Childrens Services	04 Jul 2019
19005599	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019
19005609	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Jul 2019
19005662	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Aug 2019
19005715	Birmingham City Council	Education & Childrens Services	27 Aug 2019
19005757	Birmingham City Council	Housing	05 Jul 2019
19005833	Birmingham City Council	Housing	08 Jul 2019

19005835	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Jul 2019
19006167	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Jul 2019
19006189	Birmingham City Council	Adult Care Services	12 Jul 2019
19006206	Birmingham City Council	Education & Childrens Services	12 Jul 2019
19006340	Birmingham City Council	Benefits & Tax	17 Jul 2019
19006423	Birmingham City Council	Education & Childrens Services	13 Sep 2019
19006461	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Jul 2019
19006474	Birmingham City Council	Benefits & Tax	18 Jul 2019
19006477	Birmingham City Council	Corporate & Other Services	18 Jul 2019
19006497	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Jul 2019
19006540	Birmingham City Council	Planning & Development	19 Jul 2019
19006559	Birmingham City Council	Housing	19 Jul 2019
19006616	Birmingham City Council	Adult Care Services	22 Jul 2019
19006671	Birmingham City Council	Housing	24 Jul 2019
19006698	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Jul 2019
19006728	Birmingham City Council	Benefits & Tax	23 Jul 2019
19006755	Birmingham City Council	Planning & Development	31 Jul 2019
19006768	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jul 2019
19006819	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jul 2019
19006870	Birmingham City Council	Housing	24 Jul 2019
19006875	Birmingham City Council	Null	25 Jul 2019
19006885	Birmingham City Council	Planning & Development	25 Jul 2019
19006891	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jul 2019
19006920	Birmingham City Council	Benefits & Tax	05 Aug 2019
19006954	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Jul 2019
19006964	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019

19007004	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Jul 2019
19007037	Birmingham City Council	Housing	26 Jul 2019
19007093	Birmingham City Council	Benefits & Tax	30 Jul 2019
19007126	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Jul 2019
19007148	Birmingham City Council	Education & Childrens Services	12 Sep 2019
19007164	Birmingham City Council	Adult Care Services	01 Aug 2019
19007188	Birmingham City Council	Null	31 Jul 2019
19007236	Birmingham City Council	Adult Care Services	15 Aug 2019
19007249	Birmingham City Council	Education & Childrens Services	31 Jul 2019
19007375	Birmingham City Council	Highways & Transport	02 Oct 2019
19007423	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Aug 2019
19007455	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19007494	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Aug 2019
19007592	Birmingham City Council	Null	07 Aug 2019
19007703	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Aug 2019
19007793	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Aug 2019
19007844	Birmingham City Council	Adult Care Services	08 Aug 2019
19007848	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Aug 2019
19007894	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Aug 2019
19007935	Birmingham City Council	Housing	12 Aug 2019
19007942	Birmingham City Council	Education & Childrens Services	12 Aug 2019
19007984	Birmingham City Council	Benefits & Tax	13 Aug 2019
19007985	Birmingham City Council	Housing	14 Aug 2019
19007986	Birmingham City Council	Corporate & Other Services	13 Aug 2019
19008037	Birmingham City Council	Highways & Transport	15 Nov 2019
19008066	Birmingham City Council	Housing	18 Oct 2019
19008082	Birmingham City Council	Adult Care Services	14 Aug 2019

19008289	Birmingham City Council	Education & Childrens Services	16 Aug 2019
19008294	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Aug 2019
19008319	Birmingham City Council	Benefits & Tax	19 Aug 2019
19008352	Birmingham City Council	Adult Care Services	19 Aug 2019
19008369	Birmingham City Council	Corporate & Other Services	20 Aug 2019
19008402	Birmingham City Council	Education & Childrens Services	20 Aug 2019
19008404	Birmingham City Council	Education & Childrens Services	20 Aug 2019
19008414	Birmingham City Council	Housing	20 Aug 2019
19008423	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Aug 2019
19008440	Birmingham City Council	Highways & Transport	23 Aug 2019
19008441	Birmingham City Council	Planning & Development	20 Aug 2019
19008456	Birmingham City Council	Corporate & Other Services	20 Sep 2019
19008458	Birmingham City Council	Highways & Transport	13 Nov 2019
19008480	Birmingham City Council	Housing	21 Aug 2019
19008527	Birmingham City Council	Education & Childrens Services	21 Aug 2019
19008571	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Aug 2019
19008593	Birmingham City Council	Adult Care Services	21 Aug 2019
19008615	Birmingham City Council	Highways & Transport	22 Aug 2019
19008660	Birmingham City Council	Benefits & Tax	22 Aug 2019
19008713	Birmingham City Council	Planning & Development	23 Aug 2019
19008737	Birmingham City Council	Highways & Transport	23 Aug 2019
19008740	Birmingham City Council	Highways & Transport	23 Aug 2019
19008749	Birmingham City Council	Highways & Transport	09 Sep 2019
19008768	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Aug 2019
19008780	Birmingham City Council	Highways & Transport	27 Aug 2019
19008814	Birmingham City Council	Housing	30 Aug 2019
19008823	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19008824	Birmingham City Council	Benefits & Tax	28 Aug 2019
19008830	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Aug 2019

19008897	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19008917	Birmingham City Council	Planning & Development	28 Aug 2019
19008957	Birmingham City Council	Planning & Development	28 Nov 2019
19008967	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 Aug 2019
19008993	Birmingham City Council	Highways & Transport	29 Aug 2019
19009100	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Sep 2019
19009134	Birmingham City Council	Environmental Services & Public Protection & Regulation	02 Sep 2019
19009138	Birmingham City Council	Benefits & Tax	02 Sep 2019
19009163	Birmingham City Council	Benefits & Tax	03 Sep 2019
19009170	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19009205	Birmingham City Council	Education & Childrens Services	28 Oct 2019
19009217	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Sep 2019
19009270	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Sep 2019
19009271	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Sep 2019
19009295	Birmingham City Council	Housing	04 Sep 2019
19009353	Birmingham City Council	Planning & Development	04 Sep 2019
19009354	Birmingham City Council	Adult Care Services	25 Oct 2019
19009380	Birmingham City Council	Benefits & Tax	04 Sep 2019
19009411	Birmingham City Council	Housing	05 Sep 2019
19009546	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19009572	Birmingham City Council	Benefits & Tax	09 Sep 2019
19009581	Birmingham City Council	Education & Childrens Services	21 Oct 2019
19009606	Birmingham City Council	Highways & Transport	09 Sep 2019
19009617	Birmingham City Council	Benefits & Tax	09 Sep 2019
19009670	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Sep 2019
19009719	Birmingham City Council	Adult Care Services	27 Sep 2019

19009772	Birmingham City Council	Adult Care Services	11 Dec 2019
19009784	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Sep 2019
19009825	Birmingham City Council	Adult Care Services	23 Sep 2019
19009857	Birmingham City Council	Adult Care Services	12 Sep 2019
19009871	Birmingham City Council	Environmental Services & Public Protection & Regulation	12 Sep 2019
19009874	Birmingham City Council	Housing	12 Sep 2019
19009913	Birmingham City Council	Adult Care Services	09 Oct 2019
19009930	Birmingham City Council	Housing	24 Jan 2020
19009959	Birmingham City Council	Null	09 Oct 2019
19010003	Birmingham City Council	Environmental Services & Public Protection & Regulation	16 Sep 2019
19010028	Birmingham City Council	Housing	16 Sep 2019
19010043	Birmingham City Council	Highways & Transport	16 Sep 2019
19010052	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19010053	Birmingham City Council	Housing	16 Sep 2019
19010157	Birmingham City Council	Planning & Development	17 Sep 2019
19010158	Birmingham City Council	Highways & Transport	17 Sep 2019
19010235	Birmingham City Council	Highways & Transport	18 Sep 2019
19010298	Birmingham City Council	Education & Childrens Services	18 Sep 2019
19010331	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Sep 2019
19010415	Birmingham City Council	Education & Childrens Services	20 Sep 2019
19010423	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Sep 2019
19010467	Birmingham City Council	Education & Childrens Services	20 Sep 2019
19010509	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Sep 2019
19010586	Birmingham City Council	Benefits & Tax	24 Sep 2019
19010603	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Sep 2019
19010642	Birmingham City Council	Education & Childrens Services	24 Sep 2019
19010670	Birmingham City Council	Housing	26 Sep 2019

19010675	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19010683	Birmingham City Council	Education & Childrens Services	27 Mar 2020
19010753	Birmingham City Council	Housing	25 Sep 2019
19010776	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19010791	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Sep 2019
19010792	Birmingham City Council	Housing	26 Sep 2019
19010815	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Sep 2019
19010827	Birmingham City Council	Highways & Transport	27 Sep 2019
19010951	Birmingham City Council	Benefits & Tax	30 Sep 2019
19010962	Birmingham City Council	Education & Childrens Services	30 Sep 2019
19010993	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011008	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011083	Birmingham City Council	Environmental Services & Public Protection & Regulation	01 Oct 2019
19011119	Birmingham City Council	Benefits & Tax	02 Oct 2019
19011273	Birmingham City Council	Benefits & Tax	03 Oct 2019
19011289	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Oct 2019
19011317	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Oct 2019
19011345	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Oct 2019
19011363	Birmingham City Council	Education & Childrens Services	10 Oct 2019
19011441	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Oct 2019
19011447	Birmingham City Council	Benefits & Tax	08 Oct 2019
19011511	Birmingham City Council	Education & Childrens Services	08 Oct 2019
19011538	Birmingham City Council	Education & Childrens Services	09 Oct 2019
19011570	Birmingham City Council	Planning & Development	09 Oct 2019
19011577	Birmingham City Council	Housing	10 Oct 2019

19011612	Birmingham City Council	Null	09 Oct 2019
19011625	Birmingham City Council	Benefits & Tax	09 Oct 2019
19011642	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Oct 2019
19011651	Birmingham City Council	Education & Childrens Services	11 Oct 2019
19011778	Birmingham City Council	Null	14 Oct 2019
19011793	Birmingham City Council	Education & Childrens Services	17 Dec 2019
19011794	Birmingham City Council	Housing	14 Oct 2019
19011892	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Oct 2019
19011930	Birmingham City Council	Environmental Services & Public Protection & Regulation	15 Oct 2019
19011997	Birmingham City Council	Corporate & Other Services	16 Oct 2019
19012094	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Oct 2019
19012095	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Oct 2019
19012174	Birmingham City Council	Education & Childrens Services	18 Oct 2019
19012226	Birmingham City Council	Education & Childrens Services	22 Oct 2019
19012239	Birmingham City Council	Corporate & Other Services	21 Oct 2019
19012251	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Oct 2019
19012273	Birmingham City Council	Environmental Services & Public Protection & Regulation	17 Jan 2020
19012295	Birmingham City Council	Highways & Transport	22 Oct 2019
19012319	Birmingham City Council	Housing	10 Jan 2020
19012324	Birmingham City Council	Housing	22 Oct 2019
19012358	Birmingham City Council	Education & Childrens Services	22 Oct 2019
19012453	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Oct 2019
19012466	Birmingham City Council	Environmental Services & Public Protection & Regulation	23 Oct 2019
19012499	Birmingham City Council	Education & Childrens Services	24 Oct 2019
19012571	Birmingham City Council	Education & Childrens Services	25 Oct 2019
19012575	Birmingham City Council	Adult Care Services	25 Oct 2019
19012600	Birmingham City Council	Housing	25 Oct 2019

19012656	Birmingham City Council	Education & Childrens Services	28 Oct 2019		
19012659	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Oct 2019		
19012711	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Oct 2019		
19012722	Birmingham City Council	Adult Care Services	11 Nov 2019		
19012759	Birmingham City Council	Environmental Services & Public Protection & Regulation	gulation 29 Oct 201		
19012760	Birmingham City Council	Benefits & Tax	29 Oct 2019		
19012771	Birmingham City Council	Environmental Services & Public Protection & Regulation	29 Oct 2019		
19012791	Birmingham City Council	Adult Care Services	29 Oct 2019		
19012912	Birmingham City Council	Housing	31 Oct 2019		
19012913	Birmingham City Council	Corporate & Other Services	31 Oct 2019		
19012917	Birmingham City Council	Planning & Development	31 Oct 2019		
19012964	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019		
19012992	Birmingham City Council	Education & Childrens Services	08 Nov 2019		
19013145	Birmingham City Council	Benefits & Tax	28 Nov 2019		
19013184	Birmingham City Council	Housing	08 Nov 2019		
19013267	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019		
19013285	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Nov 2019		
19013381	Birmingham City Council	Housing	07 Nov 2019		
19013391	Birmingham City Council	Education & Childrens Services	08 Nov 2019		
19013408	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Nov 2019		
19013422	Birmingham City Council	Highways & Transport	08 Nov 2019		
19013497	Birmingham City Council	Highways & Transport	08 Nov 2019		
19013731	Birmingham City Council	Education & Childrens Services	12 Nov 2019		
19013768	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Nov 2019		
19013783	Birmingham City Council	Education & Childrens Services	13 Nov 2019		
19013796	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Nov 2019		

19013822	Birmingham City Council	Corporate & Other Services	14 Nov 2019		
19013842	Birmingham City Council	Benefits & Tax	14 Nov 2019		
19013847	Birmingham City Council	Highways & Transport	14 Nov 2019		
19013865	Birmingham City Council	Highways & Transport	14 Nov 2019		
19013874	Birmingham City Council	Planning & Development	20 Nov 2019		
19013875	Birmingham City Council	Housing	14 Nov 2019		
19013885	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Nov 2019		
19014021	Birmingham City Council	Housing	15 Nov 2019		
19014038	Birmingham City Council	Housing	18 Nov 2019		
19014044	Birmingham City Council	Highways & Transport	18 Nov 2019		
19014070	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Nov 2019		
19014083	Birmingham City Council	Benefits & Tax	18 Nov 2019		
19014133	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Nov 2019		
19014186	Birmingham City Council	Housing	19 Nov 2019		
19014227	Birmingham City Council	Highways & Transport	20 Nov 2019		
19014298	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Nov 2019		
19014421	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 Nov 2019		
19014429	Birmingham City Council	Environmental Services & Public Protection & Regulation	22 Nov 2019		
19014456	Birmingham City Council	Environmental Services & Public Protection & Regulation	25 Nov 2019		
19014492	Birmingham City Council	Benefits & Tax	25 Nov 2019		
19014496	Birmingham City Council	Benefits & Tax	25 Nov 2019		
19014610	Birmingham City Council	Highways & Transport	26 Nov 2019		
19014731	Birmingham City Council	Education & Childrens Services	28 Nov 2019		
19014737	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Jan 2020		
19014743	Birmingham City Council	Null	27 Nov 2019		
19014835	Birmingham City Council	Adult Care Services	28 Nov 2019		
19014905	Birmingham City Council	Education & Childrens Services	28 Jan 2020		
19014976	Birmingham City Council	Benefits & Tax	02 Dec 2019		

19015059	Birmingham City Council	Environmental Services & Public Protection & Regulation	03 Dec 2019
19015146	Birmingham City Council	Benefits & Tax	04 Dec 2019
19015148	Birmingham City Council	Education & Childrens Services	30 Jan 2020
19015150	Birmingham City Council	Planning & Development	04 Dec 2019
19015190	Birmingham City Council	Benefits & Tax	04 Dec 2019
19015196	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Dec 2019
19015268	Birmingham City Council	Other	05 Dec 2019
19015295	Birmingham City Council	Corporate & Other Services	06 Dec 2019
19015326	Birmingham City Council	Benefits & Tax	06 Dec 2019
19015450	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jan 2020
19015477	Birmingham City Council	Housing	10 Dec 2019
19015481	Birmingham City Council	Housing	10 Dec 2019
19015636	Birmingham City Council	Benefits & Tax	12 Dec 2019
19015746	Birmingham City Council	Housing	16 Dec 2019
19015797	Birmingham City Council	Adult Care Services	16 Dec 2019
19015943	Birmingham City Council	Housing	19 Dec 2019
19015945	Birmingham City Council	Benefits & Tax	18 Dec 2019
19015957	Birmingham City Council	Education & Childrens Services	18 Dec 2019
19015991	Birmingham City Council	Benefits & Tax	18 Dec 2019
19016029	Birmingham City Council	Environmental Services & Public Protection & Regulation	19 Dec 2019
19016044	Birmingham City Council	Environmental Services & Public Protection & Regulation	19 Dec 2019
19016095	Birmingham City Council	Benefits & Tax	20 Dec 2019
19016295	Birmingham City Council	Null	24 Jan 2020
19016331	Birmingham City Council	Housing	02 Jan 2020
19016367	Birmingham City Council	Education & Childrens Services	03 Jan 2020
19016373	Birmingham City Council	Benefits & Tax	03 Jan 2020
19016396	Birmingham City Council	Education & Childrens Services	03 Jan 2020
19016451	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Feb 2020
19016472	Birmingham City Council	Highways & Transport	06 Jan 2020

19016474	Birmingham City Council	Benefits & Tax	06 Jan 2020
19016498	Birmingham City Council	Adult Care Services	07 Jan 2020
19016520	Birmingham City Council	Benefits & Tax	06 Jan 2020
19016543	Birmingham City Council	Adult Care Services	06 Jan 2020
19016550	Birmingham City Council	Corporate & Other Services	24 Feb 2020
19016586	Birmingham City Council	Housing	07 Jan 2020
19016599	Birmingham City Council	Environmental Services & Public Protection & Regulation	07 Jan 2020
19016686	Birmingham City Council	Corporate & Other Services	14 Jan 2020
19016697	Birmingham City Council	Environmental Services & Public Protection & Regulation	08 Jan 2020
19016773	Birmingham City Council	Housing	08 Jan 2020
19016798	Birmingham City Council	Education & Childrens Services	09 Jan 2020
19016813	Birmingham City Council	Education & Childrens Services	09 Jan 2020
19016927	Birmingham City Council	Highways & Transport	10 Jan 2020
19016950	Birmingham City Council	Benefits & Tax	10 Jan 2020
19017012	Birmingham City Council	Education & Childrens Services	13 Jan 2020
19017051	Birmingham City Council	Education & Childrens Services	14 Jan 2020
19017083	Birmingham City Council	Housing	14 Jan 2020
19017122	Birmingham City Council	Highways & Transport	15 Jan 2020
19017146	Birmingham City Council	Adult Care Services	15 Jan 2020
19017151	Birmingham City Council	Corporate & Other Services	20 Feb 2020
19017170	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19017213	Birmingham City Council	Benefits & Tax	16 Jan 2020
19017224	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Jan 2020
19017302	Birmingham City Council	Benefits & Tax	17 Jan 2020
19017334	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Jan 2020
19017341	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Jan 2020
19017370	Birmingham City Council	Highways & Transport	20 Jan 2020
19017409	Birmingham City Council	Housing	20 Jan 2020
19017412	Birmingham City Council	Corporate & Other Services	20 Jan 2020

19017441	Birmingham City Council	Environmental Services & Public Protection & Regulation	20 Jan 202
19017449	Birmingham City Council	Housing	22 Jan 202
19017531	Birmingham City Council	Education & Childrens Services	21 Jan 202
19017533	Birmingham City Council	Adult Care Services	21 Jan 202
19017550	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 202
19017564	Birmingham City Council	Housing	21 Jan 202
19017583	Birmingham City Council	Highways & Transport	21 Jan 202
19017599	Birmingham City Council	Adult Care Services	22 Jan 202
19017610	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 20
19017650	Birmingham City Council	Education & Childrens Services	30 Jan 20
19017667	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 20
19017673	Birmingham City Council	Benefits & Tax	22 Jan 20
19017696	Birmingham City Council	Benefits & Tax	22 Jan 20
19017698	Birmingham City Council	Adult Care Services	31 Jan 20
19017743	Birmingham City Council	Housing	29 Jan 20
19017776	Birmingham City Council	Housing	23 Jan 20
19017870	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 20
19017934	Birmingham City Council	Education & Childrens Services	27 Jan 20
19017943	Birmingham City Council	Housing	27 Jan 20
19017957	Birmingham City Council	Adult Care Services	04 Mar 20
19017960	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jan 20
19018023	Birmingham City Council	Education & Childrens Services	28 Jan 20
19018026	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 20
19018062	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Jan 20
19018150	Birmingham City Council	Housing	29 Jan 20
19018306	Birmingham City Council	Highways & Transport	31 Jan 20
19018325	Birmingham City Council	Adult Care Services	03 Feb 20
19018332	Birmingham City Council	Education & Childrens Services	31 Jan 20

19018414	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19018427	Birmingham City Council	Education & Childrens Services	11 Feb 2020
19018487	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Feb 2020
19018497	Birmingham City Council	Housing	04 Feb 2020
19018514	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Feb 2020
19018518	Birmingham City Council	Highways & Transport	04 Feb 2020
19018570	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Feb 2020
19018571	Birmingham City Council	Environmental Services & Public Protection & Regulation	05 Feb 2020
19018573	Birmingham City Council	Education & Childrens Services	05 Feb 2020
19018642	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19018646	Birmingham City Council	Benefits & Tax	06 Feb 2020
19018679	Birmingham City Council	Adult Care Services	17 Mar 2020
19018718	Birmingham City Council	Education & Childrens Services	07 Feb 2020
19018730	Birmingham City Council	Education & Childrens Services	07 Feb 2020
19018736	Birmingham City Council	Housing	07 Feb 2020
19018743	Birmingham City Council	Housing	10 Feb 2020
19018769	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018792	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018802	Birmingham City Council	Benefits & Tax	10 Feb 2020
19018830	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018836	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19018879	Birmingham City Council	Benefits & Tax	11 Feb 2020
19018917	Birmingham City Council	Environmental Services & Public Protection & Regulation	11 Feb 2020
19018923	Birmingham City Council	Housing	11 Feb 2020
19018925	Birmingham City Council	Null	11 Feb 2020

19018939	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Feb 2020
19019114	Birmingham City Council	Benefits & Tax	13 Feb 2020
19019119	Birmingham City Council	Environmental Services & Public Protection & Regulation	13 Feb 2020
19019123	Birmingham City Council	Planning & Development	13 Feb 2020
19019194	Birmingham City Council	Education & Childrens Services	14 Feb 2020
19019201	Birmingham City Council	Benefits & Tax	14 Feb 2020
19019223	Birmingham City Council	Planning & Development	14 Feb 2020
19019343	Birmingham City Council	Environmental Services & Public Protection & Regulation	18 Feb 2020
19019360	Birmingham City Council	Benefits & Tax	18 Feb 2020
19019367	Birmingham City Council	Benefits & Tax	18 Feb 2020
19019383	Birmingham City Council	Housing	18 Feb 2020
19019527	Birmingham City Council	Housing	19 Feb 2020
19019555	Birmingham City Council	Housing	27 Feb 2020
19019652	Birmingham City Council	Housing	21 Feb 2020
19019679	Birmingham City Council	Environmental Services & Public Protection & Regulation	21 Feb 2020
19019724	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Feb 2020
19019743	Birmingham City Council	Housing	24 Feb 2020
19019766	Birmingham City Council	Planning & Development	24 Feb 2020
19019776	Birmingham City Council	Housing	02 Mar 2020
19019809	Birmingham City Council	Benefits & Tax	25 Feb 2020
19019859	Birmingham City Council	Education & Childrens Services	25 Feb 2020
19019964	Birmingham City Council	Environmental Services & Public Protection & Regulation	26 Feb 2020
19019984	Birmingham City Council	Benefits & Tax	03 Mar 2020
19019986	Birmingham City Council	Environmental Services & Public Protection & Regulation	04 Mar 2020
19020016	Birmingham City Council	Benefits & Tax	27 Feb 2020
19020053	Birmingham City Council	Housing	27 Feb 2020
19020098	Birmingham City Council	Education & Childrens Services	28 Feb 2020
19020114	Birmingham City Council	Corporate & Other Services	03 Mar 2020

19020174	Birmingham City Council	Benefits & Tax	02 Mar 2020
	Birmingham City Council		
19020201	Birmingham City Council	Adult Care Services	02 Mar 2020
19020216	Birmingham City Council	Housing	03 Mar 2020
19020295	Birmingham City Council	Housing	03 Mar 2020
19020322	Birmingham City Council	Adult Care Services	03 Mar 2020
19020326	Birmingham City Council	Highways & Transport	03 Mar 2020
19020397	Birmingham City Council	Housing	04 Mar 2020
19020470	Birmingham City Council	Housing	05 Mar 2020
19020484	Birmingham City Council	Education & Childrens Services	05 Mar 2020
19020571	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Mar 2020
19020678	Birmingham City Council	Housing	09 Mar 2020
19020705	Birmingham City Council	Environmental Services & Public Protection & Regulation	09 Mar 2020
19020751	Birmingham City Council	Null	10 Mar 2020
19020759	Birmingham City Council	Adult Care Services	10 Mar 2020
19020775	Birmingham City Council	Environmental Services & Public Protection & Regulation	10 Mar 2020
19020845	Birmingham City Council	Housing	11 Mar 2020
19020849	Birmingham City Council	Benefits & Tax	12 Mar 2020
19020938	Birmingham City Council	Education & Childrens Services	12 Mar 2020
19021069	Birmingham City Council	Highways & Transport	16 Mar 2020
19021091	Birmingham City Council	Benefits & Tax	16 Mar 2020
19021094	Birmingham City Council	Benefits & Tax	16 Mar 2020
19021104	Birmingham City Council	Null	16 Mar 2020

LGSCO Complaints decided against Birmingham City Council

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvem
16013780	Birmingham City Council	Adult Care Services	13/01/2020	Not Upheld			
17016640	Birmingham City Council	Adult Care Services	03/06/2019	Not Upheld	no mal		
17017296	Birmingham City Council	Education & Childrens Services	03/04/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	
17018028	Birmingham City Council	Adult Care Services	29/04/2019				
17018151	Birmingham City Council	Adult Care Services	24/06/2019	Upheld	mal & inj	Procedure or policy change/review,Apology	The Council has ag Tissue Viability Nur
18001117	Birmingham City Council	Education & Childrens Services	21/05/2019	Upheld	mal & inj	Apology,Provide	
19004941	Birmingham City Council	Housing	23/08/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18004280	Birmingham City Council	Adult Care Services	30/04/2019	Upheld	mal no inj		
18004545	Birmingham City Council	Housing	07/06/2019	Upheld	mal & inj - no further action, BinJ already remedied		
18004596	Birmingham City Council	Benefits & Tax	04/09/2019	Advice given	Previously considered and decided		
18005318	Birmingham City Council	Environmental Services & Public I	14/06/2019	Not Upheld			
18005413	Birmingham City Council	Benefits & Tax	15/05/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Training and guidance	Within one month c customer provides
18005831	Birmingham City Council	Housing	16/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18006045	Birmingham City Council	Environmental Services & Public I	26/06/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18006855	Birmingham City Council	Benefits & Tax	23/10/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision	
18008057	Birmingham City Council	Corporate & Other Services	06/12/2019	Closed after initial enguiries	26(6)(c) Court remedy		
18008516	Birmingham City Council	Planning & Development	05/08/2019		At request of complainant		
18009193	Birmingham City Council	Education & Childrens Services	14/05/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18009243	Birmingham City Council	Adult Care Services	04/04/2019	Upheld	mal & inj	Procedure or policy change/review,Provide information/advice	The Council has ag to ensure that: clier response to their is clients, which will pr
19009121	Birmingham City Council	Environmental Services & Public F	26/02/2020	Closed after initial enguiries	Not warranted by alleged mal/service failure		
18010480	Birmingham City Council	Environmental Services & Public I	30/04/2019	Upheld	mal & inj	Apology,Provide information/advice,Training and guidance	The Council agreed are apologising. Th service standard is
					I		

ment recommendations

It should ensure applicants are clearly signposted to any revised policy. It should ensure staff keep isions made and communicate the reasons for these decisions clearly and promptly. Review all s such as Mr X's and write to those affected. If, upon writing to the relevant people, it receives any plications, it should consider these and record how it reached those decisions. It should report its findings are unsatisfied with its decision can come to the Ombudsman and the Council should direct them as policies and procedures around providing escorts, ensuring that risk assessments are conducted when bod time. Review its policies and procedures in relation to carer's assessments to ensure that Council situations where carers need support.

agreed to consider with the Care Home what action it needs to take to ensure it refers people to a urse when necessary.

n of my decision the Council should: write to the bailiff to remind it of the process to follow when a es evidence a payment has been made which the bailiff has not received.

agreed to review the way in which adult social care manages the telephone calls it receives from clients, ents know who to contact, are always able to speak to an officer or leave a message, and receive a issue or query within an appropriate timescale. The Council will develop an information leaflet for new provide general information about its adult social care needs assessment process.

ted to remind officers writing complaint responses on behalf of the Council to be specific about why they The Council agreed to publish information on the relevant section of its website, to make clear the is aims to achieve in dealing with public reports of dumped rubbish.

18010814	Birmingham City Council	Environmental Services & Public		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	problems caused to missed collections residents in the sat consider the comp report back to the development.
18011234	Birmingham City Council	Adult Care Services	22/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Training and guidance	The Council has ag are involved with: o Council has agree circumstances who suitable care home arrangements with will be prevented a
18011576	Birmingham City Council	Benefits & Tax	12/04/2019	Upheld	mal & inj	Procedure or policy change/review	Within three month staff follow the san
18011764	Birmingham City Council	Environmental Services & Public	F08/05/2019	Upheld	mal & inj	Provide services	
18012331	Birmingham City Council	Benefits & Tax	01/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18012728	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has a address the specif understand what w assess whether an relevant overview a
18012900	Birmingham City Council	Education & Childrens Services	07/08/2019	Not Upheld	no mal		
18012931	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specif understand what w assess whether an relevant overview
18013029	Birmingham City Council	Adult Care Services	25/10/2019	Not Upheld			
18013106	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Apology,Procedure or policy change/review	The Council has an address the specif understand what w assess whether an relevant overview
18013164	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has a address the specif understand what w assess whether an relevant overview a
18013175	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specif understand what w assess whether an relevant overview
18013177	Birmingham City Council	Environmental Services & Public	F25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council has a address the specif understand what w assess whether an relevant overview
18013557	Birmingham City Council	Benefits & Tax	26/07/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18013565	Birmingham City Council	Housing	21/05/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	

agreed that within four weeks of the decision it will confirm reorganising the rounds has stabilised the d by missed collections. Confirm there have been no further communication issues and any reports of ns have been received by the correct depots. If there have been any other complaints from other same development about the missed domestic waste collections as the complainant, the Council should nplaints. And whether the other residents should also receive any financial remedy. The Council will be Ombudsman regarding any financial remedy offered to other residents in the complainant's

agreed to share the lessons learned with its adult social care staff in the community and in hospital, who carrying out needs assessments, finding care homes, and supervising student social workers. The eed to review relevant procedures and guidance it provides to staff within adult social care, about the when the Council should not ask a client for a 'top up' payment, when the Council is unable to offer a me within the allocated personal budget. The Council has agreed to review its monitoring and supervision ith regards to student social workers, to ensure that any possible future faults by student social workers d as much as possible and detected as soon as possible.

nths, the Council will review its procedures to make sure that the processing team and contact centre ame procedures (for paying housing benefit directly to customers) with consistency.

agreed to review the way it considers and responds to refuse complaints to ensure that its responses cific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and t went wrong with the planning and implementation of the changes to its waste collections. It should also any of those issues are still outstanding. This review should be reported to, and considered by, the w and scrutiny committee.

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18013857	Birmingham City Council	Education & Childrens Services	12/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Reassessment,Pro cedure or policy change/review	
18013998	Birmingham City Council	Adult Care Services	21/05/2019	Not Upheld			
18014151	Birmingham City Council	Housing	27/08/2019	Upheld	mal no inj		
18014567	Birmingham City Council	Housing	26/06/2019	Not Upheld			T I 0 III
18014897	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specific understand what we assess whether any relevant overview a
18015094	Birmingham City Council	Benefits & Tax	02/09/2019	Closed after initial enguiries	No worthwhile outcome achievable by investigation		
18015202	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specific understand what we assess whether any relevant overview a
18015236	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Procedure or policy change/review,Apology	The Council has ag address the specific understand what we assess whether any relevant overview a
18015286	Birmingham City Council	Education & Childrens Services	13/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide services,Provide	For a senior officer meeting to the mair evidence of informa check this is being
18015314	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology, Financial redress:	The Council has ag address the specific understand what we assess whether any relevant overview a
18015505	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specific understand what we assess whether any relevant overview a
18015604	Birmingham City Council	Housing	10/04/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18015656	Birmingham City Council	Education & Childrens Services	29/07/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review	informed when ther EHC assessments;
18015794	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specific understand what we assess whether any relevant overview a
18015980	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specifi understand what w assess whether an relevant overview a

I's procedures for considering care packages to ensure clarity and transparency in how it calculates he Council should explain to the Ombudsman how the Trust has improved its practice in this area.

agreed to review the way it considers and responds to refuse complaints to ensure that its responses ific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and went wrong with the planning and implementation of the changes to its waste collections. It should also any of those issues are still outstanding. This review should be reported to, and considered by, the *v* and scrutiny committee.

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er to discuss with all relevant officers to ensure that where a parent, child or other party has a separate ain CiC Review meeting, it is clearly documented within the CiC Review Record. There should be mation flows within and between both meetings. The Council should conduct periodic file reviews to g done.

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eview its training and procedures to ensure: professional advice is quantified and specified; officers are ptions to statutory timeframes for Education, Health and Care (EHC) Plans apply; families are kept ere are difficulties sourcing special educational provision; social care advice is considered as part of ts; panels and funding processes do not add delay.

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18016015	Birmingham City Council	Environmental Services & Public I	25/07/2010	Upheld	mal & inj S30(1)	Apology, Financial redress:	The Council has ag
10010013	Dimingham Oity Council		20/01/2013	opneid		Loss of service,Procedure or policy change/review	address the specifi understand what w assess whether an relevant overview a
18016037	Birmingham City Council	Corporate & Other Services	19/06/2019	Closed after initial enquiries	Not warranted by alleged injustice		
18016051	Birmingham City Council	Housing	18/09/2019		Not warranted by alleged mal/service failure		
18016185	Birmingham City Council	Environmental Services & Public I	26/06/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18016198	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specifi understand what w assess whether an relevant overview a
18016323	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has ag address the specifi understand what w assess whether an relevant overview a
18016442	Birmingham City Council	Environmental Services & Public I	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	-
18016590	Birmingham City Council	Education & Childrens Services	15/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18016956	Birmingham City Council	Highways & Transport	09/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18017200	Birmingham City Council	Benefits & Tax	06/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	The Council should adjustments when debtor is vulnerable
18017302	Birmingham City Council	Environmental Services & Public I	01/04/2019	Closed after initial enquiries	Other Agency better placed		
18017479	Birmingham City Council	Adult Care Services	11/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18017509	Birmingham City Council	Education & Childrens Services	12/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Training and	The Council has ag who then use those necessary to avoid
18017592	Birmingham City Council	Benefits & Tax	14/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision,Procedure or policy change/review	• The Council will re
18017704	Birmingham City Council	Environmental Services & Public I	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18017737	Birmingham City Council	Benefits & Tax	28/05/2019	Upheld	mal & inj	Financial Redress: Quantifiable Loss	
18017756	Birmingham City Council	Environmental Services & Public I	12/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedv	

agreed to review the way it considers and responds to refuse complaints to ensure that its responses cific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and t went wrong with the planning and implementation of the changes to its waste collections. It should also any of those issues are still outstanding. This review should be reported to, and considered by, the w and scrutiny committee.

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undertaken a review of any Post-19 pupils awarded travel assistance prior to the new process and

uld take action to ensure that in future revenue's officers properly consider the need for reasonable en dealing with the public. The Council should also take action to ensure officers properly consider if a able.

agreed to circulate a reminder to all resource panel members who write notes, and the staff members ose notes to write decision letters, of the need to use suitable language and give as much explanation as bid causing unnecessary offence.

I review it's procedures regarding housing benefit claims.

18017826	Birmingham City Council	Housing	05/04/2019	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
18017976	Birmingham City Council	Housing	17/07/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide information/advice	
18018022	Birmingham City Council	Planning & Development	19/08/2019	Upheld	mal no inj		
18018146	Birmingham City Council	Education & Childrens Services	03/04/2019	Closed after initial enquiries	Sch 5.5 internal man schools		
18018161	Birmingham City Council	Education & Childrens Services	04/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide services,Procedure or policy change/review,Other Remedy	further procuremen gap in its services. how and when the s
18018197	Birmingham City Council	Highways & Transport	29/04/2019	initial	Not warranted by alleged mal/service failure		
18018259	Birmingham City Council	Housing	08/04/2019	enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018287	Birmingham City Council	Benefits & Tax	12/11/2019	Upheld	mal & inj	New appeal/review or reconsidered decision	
18018492	Birmingham City Council	Benefits & Tax	30/09/2019	Upheld	mal & inj	Provide information/advice,Financia I redress: Avoidable distress/time and trouble	
18018622	Birmingham City Council	Housing	06/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018643	Birmingham City Council	Environmental Services & Public I	17/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018646	Birmingham City Council	Environmental Services & Public I	17/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18018676	Birmingham City Council	Housing	04/10/2019	Not Upheld	no mal		
18018692	Birmingham City Council	Benefits & Tax	01/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	
18018732	Birmingham City Council	Environmental Services & Public I	19/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18018735	Birmingham City Council	Environmental Services & Public I	06/08/2019	Upheld	mal & inj	Apology	
18018926	Birmingham City Council	Benefits & Tax	18/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18018956	Birmingham City Council	Adult Care Services	05/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019012	Birmingham City Council	Environmental Services & Public I	24/04/2019		Not warranted by alleged injustice		
18019022	Birmingham City Council	Environmental Services & Public I		Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019040	Birmingham City Council	Environmental Services & Public I	H02/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

agreed to review how it provides education of those who, under section 19, are unable to attend for an illness or are unable to provide the required specialist medical evidence. It should consider whether nent is needed to allow more than one set of provision to offer education to such children to bridge the es. The Council has agreed to seek to make agreements with all schools and academies in its area as to ne schools will notify the Council of any pupil who fails to attend school regularly or without permission for riod of 10 days or more. The Council has agreed to finalise its new policy which makes provision for we an education under the section 19 duty where they are unable to attend mainstream due to illness or s.

update its discretionary housing payments to ensure it gives those requesting a review prompt, clear It when it will complete a review. The review will also consider it gives clear information about the reasons vard a payment in response to reviews. It will also ensure the Council properly considers making stments to how it corresponds.

18019069	Birmingham City Council	Benefits & Tax	16/04/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
				resolution			
18019131	Birmingham City Council	Environmental Services & Public	07/10/2019	Upheld	mal & inj	Apology, Financial redress:	
				opnoid		Avoidable distress/time and	
						trouble	
18019187	Birmingham City Council	Environmental Services & Public	29/04/2019	Closed after	Sec 26(7) - all or most		
10019107	Birmingham City Council	Environmental Services & Public	129/04/2019	initial			
40040400	Dimenia alt and Oit - Oarmail	Adult Cana Canairaa	40/05/0040	enquiries	Premature Decision -		
18019199	Birmingham City Council	Adult Care Services	13/05/2019	Referred			
1				back for	referred to BinJ		
				local			
				resolution			
18019201	Birmingham City Council	Environmental Services & Public	F25/04/2019		Not warranted by alleged		
				initial	mal/service failure		
				enquiries			
18019234	Birmingham City Council	Environmental Services & Public	F29/04/2019	Closed after	Not warranted by alleged		
				initial	mal/service failure		
				enauiries			
18019263	Birmingham City Council	Environmental Services & Public	F 30/04/2019		Not warranted by alleged		
				initial	mal/service failure		
				enguiries			
18019520	Birmingham City Council	Benefits & Tax	09/05/2019	Referred	Premature Decision -		
10019520	Birmingham City Council	Denents & Tax	03/03/2013	back for	referred to BinJ		
				local			
10010500			00/40/0040	resolution			
18019586	Birmingham City Council	Housing	23/12/2019	Upheld	mal & inj		Tthe Council will establish written procedures f
						Quantifiable	
						Loss, Procedure or policy	
					1	change/review	
18019669	Birmingham City Council	Environmental Services & Public	F02/08/2019	Upheld	mal & inj	Apology, Financial redress:	
			1			Loss of service, Other	
						Remedy	
18019697	Birmingham City Council	Highways & Transport	01/05/2019	Referred	Premature Decision -		
	5 5	5 7 1		back for	referred to BinJ		
				local			
				resolution			
18019729	Birmingham City Council	Education & Childrens Services	03/05/2019	Referred	Premature Decision -		
10019729	Birmingham City Council	Education & Children's Services	03/03/2019		referred to BinJ		
				back for			
				local			
				resolution			
18019736	Birmingham City Council	Environmental Services & Public	F30/04/2019		Not warranted by alleged		
				initial	mal/service failure		
				enquiries			
18019763	Birmingham City Council	Benefits & Tax	13/05/2019	Closed after	26B(2) not made in 12		
			1	initial	months		
				enauiries			
18019818	Birmingham City Council	Environmental Services & Public	F02/05/2019		Not warranted by alleged		
			1	initial	mal/service failure		
			1	enquiries			
18019863	Birmingham City Council	Corporate & Other Services	16/05/2019	Closed after	26B(2) not made in 12		
				initial	months		
			1	enquiries			
18019965	Birmingham City Council	Education & Childrens Services	10/05/2019		Sch 5.5 internal man		
10019900		Currents Services	10/03/2019				
			1	initial	schools		
10000040	Dispute of any Otto Control		04/00/0040	enquiries			
19000048	Birmingham City Council	Environmental Services & Public		Not Upheld			
19000066	Birmingham City Council	Environmental Services & Public	F14/08/2019	Upheld	mal & inj	Apology, Financial redress:	
			1			Loss of service, Other	
						Remedy	
19000120	Birmingham City Council	Environmental Services & Public	30/04/2019	Closed after	Not warranted by alleged		
-				initial	mal/service failure		
				enquiries			
19000123	Birmingham City Council	Corporate & Other Services	13/05/2019	Closed after	No worthwhile outcome		
			10,00,2010	initial	achievable by investigation		
	ļ	1	1	enquiries	1	I	1

redress: ⁄time and	
Redress:	Tthe Council will establish written procedures for officers on the protection of homeless applicants' property.
policy	
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40000400	Dimensionale and Oits Course ail	Demofite & Terr	00/05/0040	Deferment	Deservatives Descision		
19000128	Birmingham City Council	Benefits & Tax	03/05/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
19000267	Birmingham City Council	Environmental Services & Public	20/04/2010	resolution	Sec 26(7) - all or most		
19000207	Birningham City Council	Environmental Services & Fublic	130/04/2019	initial			
				enquiries			
19000296	Birmingham City Council	Environmental Services & Public	28/05/2019		Not warranted by alleged		
10000200			20,00,2010	initial	mal/service failure		
				enquiries			
19000318	Birmingham City Council	Planning & Development	12/11/2019		no mal		
19000354	Birmingham City Council	Null	05/04/2019		Insufficient information to		
				nvalid	proceed and PA advised		
19000435	Birmingham City Council	Housing	08/04/2019	Advice	Signpost - go to complaint		
		_		given	handling		
19000457	Birmingham City Council	Education & Childrens Services	08/04/2019	Referred	Premature Decision -		
				back for	advice given		
			1	local			
				resolution			
19000513	Birmingham City Council	Adult Care Services	15/05/2019	Referred	Premature Decision -		
			1	back for	referred to BinJ		
			1	local			
10000510				resolution			
19000542	Birmingham City Council	Environmental Services & Public	15/05/2019		At request of complainant		
				initial			
19000567	Dirminghom City Council	Environmental Services & Public	00/05/2010	enguiries Referred	Premature Decision -		
19000567	Birmingham City Council	Environmental Services & Public	29/05/2019				
				back for local	referred to BinJ		
				resolution			
19000636	Birmingham City Council	Benefits & Tax	18/04/2019	Referred	Premature Decision -		
			10/0 1/2010	back for	referred to BinJ		
				local			
				resolution			
19000711	Birmingham City Council	Environmental Services & Public	F24/05/2019	Referred	Premature Decision -		
	<u> </u>			back for	advised		
				local			
				resolution			
19000728	Birmingham City Council	Education & Childrens Services	03/02/2020	Not Upheld	no mal		
19000748	Birmingham City Council	Education & Childrens Services	08/01/2020	Upheld	mal & inj	Financial redress:	The Council has a
						Avoidable distress/time and	revised its appeal
						trouble	
19000775	Birmingham City Council	Environmental Services & Public	F04/06/2019		Not warranted by alleged		
			1	initial	mal/service failure		
				enquiries			
19000860	Birmingham City Council	Environmental Services & Public	124/05/2019		Sch 5.1 court proceedings		
			1	initial			
40000005	Dirminal and Otto October 1	Llousing	20/40/2242	enauiries	mol 9 in:	Analogy Financial state	The Coursells III.
19000865	Birmingham City Council	Housing	29/10/2019	Upheld	mal & inj	Apology, Financial redress:	
						Avoidable distress/time and	evidence to demor
						trouble,Reassessment,Pro	
			1			cedure or policy	
			1			change/review	
19000989	Birmingham City Council	Benefits & Tax	29/05/2019	Referred	Premature Decision -		
10000000			2010012019	back for	referred to BinJ		
			1	local			
			1	resolution			
19000998	Birmingham City Council	Education & Childrens Services	28/05/2019	Referred	Premature Decision -	1	
			_0,00,2010	back for	referred to BinJ		
			1	local			
			1	resolution			
19001132	Birmingham City Council	Highways & Transport	03/06/2019		Not warranted by alleged		
				initial	mal/service failure		
				enquiries			
					-	•	

advised relevant members of staff about the process and will also provide training The Council has I process to include inviting appellants to the appeal hearing at stage two.
end the Ombudsman a specimen copy of the Personalised Housing Plan (PHP) currently in use and constrate officers are complying with the legal duty to include steps the Council will take in PHPs.

19001150	Birmingham City Council	Benefits & Tax	07/06/2019	Referred back for local	Premature Decision - referred to BinJ		
				resolution			
19001200	Birmingham City Council	Environmental Services & Public F	16/10/2019	Upheld	mal & inj	Apology, Other Remedy	
19001242	Birmingham City Council	Benefits & Tax	04/11/2019	Not Upheld	no mal		
19001247	Birmingham City Council	Adult Care Services	24/04/2019	Incomplete/ nvalid	Insufficient information to proceed and PA advised		
19001257	Birmingham City Council	Environmental Services & Public F	30/05/2019	Closed after initial enquiries	Sec 26(7) - all or most		
19001269	Birmingham City Council	Housing	27/08/2019	Upheld	mal no inj		
19001308	Birmingham City Council	Adult Care Services	07/06/2019	Incomplete/	Insufficient information to proceed and PA advised		
19001312	Birmingham City Council	Corporate & Other Services	12/08/2019		No worthwhile outcome achievable by further investigation		
19001490	Birmingham City Council	Corporate & Other Services	14/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19001531	Birmingham City Council	Benefits & Tax	02/07/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19001561	Birmingham City Council	Housing	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001606	Birmingham City Council	Planning & Development	13/12/2019	Upheld	mal & inj	Apology	
19001640	Birmingham City Council	Adult Care Services	01/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001646	Birmingham City Council	Environmental Services & Public F	22/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001690	Birmingham City Council	Benefits & Tax	11/06/2019		26(6)(a) tribunal Other		
19001707	Birmingham City Council	Environmental Services & Public F	14/06/2019	Upheld	Injustice remedied during BinJ complaint processes		
19001743	Birmingham City Council	Adult Care Services	21/06/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19001766	Birmingham City Council	Environmental Services & Public F	27/08/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide services	
19001788	Birmingham City Council	Corporate & Other Services	21/11/2019	Not Upheld	no mal		
19001869	Birmingham City Council	Corporate & Other Services	07/05/2019	nvalid	Insufficient information to proceed and PA advised		
19001879	Birmingham City Council	Housing	07/05/2019	Advice given	Signpost - go to complaint handling		
19001881	Birmingham City Council	Benefits & Tax	17/06/2019	initial enquiries	26(6)(a) tribunal HB		
19001884	Birmingham City Council	Education & Childrens Services	30/09/2019	Not Upheld			
19001951	Birmingham City Council	Highways & Transport	02/01/2020	Not Upheld			
19001969	Birmingham City Council	Environmental Services & Public F	19/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19001974	Birmingham City Council	Highways & Transport	20/11/2019	Not Upheld	no mal		
19002038	Birmingham City Council	Environmental Services & Public F	08/05/2019	-	Insufficient information to proceed and PA advised		

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services	

19002055	Birmingham City Council	Environmental Services & Public F		Closed after initial enquiries	r Not warranted by alleged mal/service failure		
19002096	Birmingham City Council	Environmental Services & Public F		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble.Other Remedy	
19002102	Birmingham City Council	Benefits & Tax	17/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19002103	Birmingham City Council	Environmental Services & Public F		Not Upheld			
19002140	Birmingham City Council	Education & Childrens Services	30/09/2019	Upheld	mal no inj		
19002217	Birmingham City Council	Education & Childrens Services	14/08/2019	Closed after initial enquiries	r 26B(2) not made in 12 months		
19002317	Birmingham City Council	Benefits & Tax	18/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19002357	Birmingham City Council	Environmental Services & Public F	27/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002435	Birmingham City Council	Environmental Services & Public F		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble.Other Remedv	
19002504	Birmingham City Council	Education & Childrens Services	17/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision	
19002551	Birmingham City Council	Environmental Services & Public F	26/09/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19002569	Birmingham City Council	Environmental Services & Public F	09/10/2019	Not Upheld	no mal		
19002623	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	r 26(6)(a) tribunal Other		
19002629	Birmingham City Council	Environmental Services & Public F	21/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002662	Birmingham City Council	Planning & Development	27/06/2019	Closed after initial enquiries	r Not warranted by alleged mal/service failure		
19002667	Birmingham City Council	Environmental Services & Public F	14/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble.Other Remedy	
19002747	Birmingham City Council	Benefits & Tax	21/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002781	Birmingham City Council	Housing	09/07/2019	Closed after initial enquiries	r Not warranted by alleged mal/service failure		
19002833	Birmingham City Council	Environmental Services & Public F		Upheld	mal & inj	Apology	
19002868	Birmingham City Council	Adult Care Services	23/05/2019	Incomplete/I nvalid	I Insufficient information to proceed and PA advised		
19002899	Birmingham City Council	Housing	23/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002964	Birmingham City Council	Planning & Development	26/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19003085	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	

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Image: Section of the sectio	19003113	Birmingham City Council	Environmental Services & Public F	28/05/2019	Referred	Premature Decision -		
Biological Status Biological Status Description of the status Provide Description of the status Provide Description of the status 5003132 Binningham City Council Environmental Services & Public 12 42012200 Colored Internet Services (Public 12 42012200) Pointal Services (Public 12 42012200)					back for	advice given		
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Berningham City Council Environmental Services & Public 24/01/202 Window Prenature Decision- acides given Aprilogy-Francial reduces: An object Bootszez Birningham City Council Bereits & Tax 25/05/019 Referred back for back Prenature Decision- acides given Prenature Decision- acides given Prenature Decision- acides given Bootszez Birningham City Council Bereits & Tax 25/08/019 Ophend Prenature Decision- tool Prenature Decision- acides given Bootszez Birningham City Council Bereits & Tax 25/08/019 Ophend mal & inj Prenature Decision- tool Prenature Decision- tool Bootszez Birningham City Council Bereits & Tax 15/10/2019 Dublic for back for tool Prenature Decision- tool Prenature Decision- tool Prenature Decision- tool Bootszez Birningham City Council Bereits & Tax 23/07/2019 Coole after Mich warminde by alonged motificence for tool Prenature Decision- tool Prenature Decision- tool Bootszez Birningham City Council Bereits & Tax 23/07/2019 Coole after Mich warminde by alonged motificence for tool Prenature Decision- tool Prenature Decision- tool Bootszez Birningham City Council Education & Childrens Berlos 31/05/2019 Prenature Decision- tool Prenature Decision- tool						advice given		
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19004079	Birmingham City Council	Education & Childrens Services	25/07/2019	Referred	Premature Decision -		
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19004130	Birmingham City Council	Benefits & Tax	05/08/2019		26(6)(a) tribunal Other		
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19004217	Birmingham City Council	Highways & Transport	14/06/2019	Referred	Premature Decision -		
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19004245	Birmingham City Council	Adult Care Services	02/01/2020	Upheld	mal & inj	Apology, Financial Redress:	The Council has ag
						Quantifiable Loss,Other	to temporarily stay
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19004252	Birmingham City Council	Environmental Services & Public I	19/11/2010	Linhold	mol 8 ini		
19004252	Birmingham City Council	Environmental Services & Public I	18/11/2019	Upheld	mal & inj	Apology, Financial redress:	
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19004346	Birmingham City Council	Education & Childrens Services	17/06/2019	Referred	Premature Decision -		
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19004478	Birmingham City Council	Environmental Services & Public I	08/08/2019	Closed after	26(6)(c) Court remedy		
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19004519	Birmingham City Council	Education & Childrens Services	19/06/2019	Referred	Premature Decision -		
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19004634	Birmingham City Council	Benefits & Tax	14/08/2019	Closed after	26(6)(a) tribunal Other		
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19004788	Birmingham City Council	Benefits & Tax	29/01/2020	Upheld	mal no inj		
19004808	Birmingham City Council	Corporate & Other Services	20/09/2019	Closed after	Not warranted by alleged		
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19004836	Birmingham City Council	Environmental Services & Public I	22/11/2019	Upheld	mal & inj	Apology, Financial redress:	
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19004890	Birmingham City Council	Housing	10/03/2020	Not Upheld	no mal		
19004927	Birmingham City Council	Education & Childrens Services	21/08/2019		Sch 5.1 court proceedings	1	
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				local			
				resolution		1	

agreed to review if there have been any similar cases in the last 12 months, where a person was eligible y in a care home for free in an Enhanced Assessment Bed (EAB), but was charged because there were available at the time.

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19006189	Birmingham City Council	Adult Care Services	16/09/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19006206	Birmingham City Council	Education & Childrens Services	12/09/2019	Referred back for local resolution	Premature Decision - advised		
19006340	Birmingham City Council	Benefits & Tax	11/11/2019	Not Upheld	No worthwhile outcome achievable by further investigation		
19006423	Birmingham City Council	Education & Childrens Services	13/09/2019	Referred back for local resolution	Premature Decision - advised		
19006461	Birmingham City Council	Environmental Services & Public I	17/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006477	Birmingham City Council	Corporate & Other Services	18/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006497	Birmingham City Council	Environmental Services & Public I	17/09/2019	Upheld	Injustice remedied during BinJ complaint processes		
19006540	Birmingham City Council	Planning & Development	19/09/2019	Closed after initial enquiries	Other reason not to investigate		
19006559	Birmingham City Council	Housing	17/09/2019	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19006671	Birmingham City Council	Housing	01/10/2019		Not warranted by alleged injustice		
19006698	Birmingham City Council	Environmental Services & Public I	09/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19006728	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19006755	Birmingham City Council	Planning & Development	02/01/2020	Not Upheld	no mal		
19006768	Birmingham City Council	Environmental Services & Public I	25/09/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19006819	Birmingham City Council	Environmental Services & Public I	24/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006870	Birmingham City Council	Housing	24/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006875	Birmingham City Council	Null	25/07/2019		Insufficient information to proceed and PA advised		
19006885	Birmingham City Council	Planning & Development	15/01/2020	Upheld	mal no inj		
19006891	Birmingham City Council	Environmental Services & Public I	25/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006920	Birmingham City Council	Benefits & Tax	21/02/2020	Not Upheld			
19006954	Birmingham City Council	Environmental Services & Public I		Closed after initial enquiries	mal/service failure		
19006964	Birmingham City Council	Environmental Services & Public I	09/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	

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19008082	Birmingham City Council	Adult Care Services	14/08/2019	resolution Referred	Premature Decision -		
19006062	Birmingham City Council	Adult Care Services	14/06/2019	back for	referred to BinJ		
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19008294	Birmingham City Council	Environmental Services & Public I	16/08/2019	Referred	Premature Decision -		
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19008352	Birmingham City Council	Adult Care Services	19/08/2019	Referred	Premature Decision -		
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19008369	Birmingham City Council	Corporate & Other Services	04/09/2019		r Sch 5.4 personnel		
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19008404	Birmingham City Council	Education & Childrens Services	18/10/2019		Sch 5.1 court proceedings		
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19008414	Birmingham City Council	Housing	20/08/2019	enquiries Referred	Premature Decision -		
19006414	Birningham City Council	Housing	20/08/2019	back for	advice given		
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19008440	Birmingham City Council	Highways & Transport	17/10/2019	Closed after	Not warranted by alleged		
	0			initial	mal/service failure		
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19008441	Birmingham City Council	Planning & Development	08/10/2019	Advice	Previously considered and		
				given	decided		
19008456	Birmingham City Council	Corporate & Other Services	05/03/2020	Not Upheld			
19008458	Birmingham City Council	Highways & Transport	06/01/2020		Not warranted by alleged		
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19008480	Birmingham City Council	Housing	21/08/2019	Referred	Premature Decision -		
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19008593	Birmingham City Council	Adult Care Services	15/10/2019	Incomplete/	Consent - section 26A(1)(b)		
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19008615	Birmingham City Council	Highways & Transport	22/08/2019	Referred	Premature Decision -		
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19008660	Birmingham City Council	Benefits & Tax	22/08/2019		I Insufficient information to		
10000715			00/00/00/00	nvalid	proceed and PA advised		
19008713	Birmingham City Council	Planning & Development	23/08/2019		Insufficient information to		
40000740			05/40/0010	nvalid	proceed and PA advised		
19008740	Birmingham City Council	Highways & Transport	25/10/2019		Not warranted by alleged		
				initial	mal/service failure		
19008749	Birmingham City Council	Highways & Transport	24/12/2019	enquiries Closed after	Not warranted by alleged		
13000749			24/12/2019	initial	mal/service failure		
			1	enauiries	I		

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19008780	Birmingham City Council	Highways & Transport	27/08/2019		Premature Decision -		
					advice given		
				local			
19008814	Birmingham City Council	Housing	28/09/2019	resolution Referred	Premature Decision -		
19008814	Birmingnam City Council	Housing	28/09/2019		referred to BinJ		
				local			
				resolution			
19008823	Birmingham City Council	Environmental Services & Public	23/03/2020		mal & inj	Apology, Financial redress:	
						Avoidable distress/time and	
						trouble	
19008824	Birmingham City Council	Benefits & Tax	24/01/2020	Upheld	mal & inj	Financial redress:	The Council agreed to take steps to ensure th
							hold on her account, cannot happen again on
						trouble,Procedure or policy change/review	
19008830	Birmingham City Council	Environmental Services & Public	19/12/2019	Closed after	Not warranted by alleged		
					mal/service failure		
				enauiries			
19008897	Birmingham City Council	Environmental Services & Public	03/09/2019		Premature Decision -		
					advice given		
				local			
19008917	Birmingham City Council	Planning & Development	24/10/2019	resolution	26(6)(b) appeal to Minister		
19008917	Birningham City Council	Flamming & Development	24/10/2019	initial			
				enguiries			
19008957	Birmingham City Council	Planning & Development	20/01/2020		Not warranted by alleged		
	5				mal/service failure		
				enquiries			
19008967	Birmingham City Council	Environmental Services & Public	01/10/2019		Premature Decision -		
					referred to BinJ		
				local			
19008993	Birmingham City Council	Highways & Transport	23/10/2019	resolution	Not warranted by alleged		
10000000	Dimingham Ony Ocunei	nighways a mansport	20/10/2010		mal/service failure		
				enquiries			
19009100	Birmingham City Council	Environmental Services & Public	02/09/2019		Premature Decision -		
				back for	advice given		
				local			
10000101			00/00/0040	resolution	During During		
19009134	Birmingham City Council	Environmental Services & Public	02/09/2019		Premature Decision -		
				back for local	advice given		
				resolution			
19009138	Birmingham City Council	Benefits & Tax	25/10/2019		26(6)(a) tribunal HB		
				initial			
				enquiries			
19009163	Birmingham City Council	Benefits & Tax	16/12/2019		26(6)(a) tribunal Other		
				initial			
19009170	Birmingham City Council	Environmental Services & Public	03/00/2010	enquiries Referred	Premature Decision -		
19009170	Birningham City Council	Environmental Services & Fublic	03/09/2019		advice given		
				local	advice given		
				resolution			
19009205	Birmingham City Council	Education & Childrens Services	18/12/2019		Premature Decision -		
					referred to BinJ		
				local			
10000017	Disprise of a set Office O a set of	Environmental Cardina & Dublin	02/02/2010	resolution	Dromoture Desision		
19009217	Birmingham City Council	Environmental Services & Public	103/09/2019		Premature Decision -		
				back for local	advice given		
				resolution			
19009270	Birmingham City Council	Environmental Services & Public	18/02/2020		mal & inj	Apology, Financial redress:	
					· · · · ,	Avoidable distress/time and	
						trouble	
19009271	Birmingham City Council	Environmental Services & Public	04/09/2019		Premature Decision -		
					advice given		
				local			
				resolution			1

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time and or policy	The Council agreed to take steps to ensure the system error that lead to the issuing of court proceedings, despite the hold on her account, cannot happen again on future cases.
edress: time and	

19009295	Birmingham City Council	Housing	12/11/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19009353	Birmingham City Council	Planning & Development	18/03/2020	Not Upheld	no mal		
19009380	Birmingham City Council	Benefits & Tax	04/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009411	Birmingham City Council	Housing	05/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009546	Birmingham City Council	Environmental Services & Public I	18/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009572	Birmingham City Council	Benefits & Tax	12/11/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19009606	Birmingham City Council	Highways & Transport	09/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009617	Birmingham City Council	Benefits & Tax	09/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009670	Birmingham City Council	Environmental Services & Public I	09/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009719	Birmingham City Council	Adult Care Services	09/03/2020		no mal		
19009784	Birmingham City Council	Environmental Services & Public I	11/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009825	Birmingham City Council	Adult Care Services	16/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009857	Birmingham City Council	Adult Care Services	12/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009871	Birmingham City Council	Environmental Services & Public I	06/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009874	Birmingham City Council	Housing	12/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009913	Birmingham City Council	Adult Care Services	11/12/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19009959	Birmingham City Council	Null	09/10/2019	Advice given	Signpost - go to complaint handling		
19010003	Birmingham City Council	Environmental Services & Public I	17/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19010028	Birmingham City Council	Housing	16/09/2019	Advice given	Signpost - go to complaint handling		
19010043	Birmingham City Council	Highways & Transport	16/09/2019	Referred back for local resolution	Premature Decision - advice given		

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19010052	Birmingham City Council	Environmental Services & Public	06/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010053	Birmingham City Council	Housing	16/09/2019	Referred	Premature Decision -	liouble	
	5	5		back for	advice given		
				local	5		
				resolution			
19010235	Birmingham City Council	Highways & Transport	18/09/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
10010000			40/00/0040	resolution			
19010298	Birmingham City Council	Education & Childrens Services	18/09/2019		Insufficient information to		
19010331	Birmingham City Council	Environmental Services & Public	18/00/2010	nvalid Referred	proceed and PA advised Premature Decision -		
19010331	Birmingham City Council	Environmental Services & Public	10/09/2019	back for			
				local	advice given		
				resolution			
19010415	Birmingham City Council	Education & Childrens Services	20/09/2019	Referred	Premature Decision -		
			20,00,2010	back for	advice given		
				local			
				resolution			
19010423	Birmingham City Council	Environmental Services & Public	10/03/2020	Upheld	mal & inj	Apology,Financial redress:	
						Avoidable distress/time and	
						trouble	
19010467	Birmingham City Council	Education & Childrens Services	10/11/2019		Other Agency better placed		
				initial			
				enquiries			
19010509	Birmingham City Council	Environmental Services & Public	23/09/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
19010586	Birmingham City Council	Benefits & Tax	24/09/2019	resolution Referred	Premature Decision -		
19010300	Birningham City Council	Denents & Tax	24/03/2013	back for	advice given		
				local	advice given		
				resolution			
19010603	Birmingham City Council	Environmental Services & Public	18/03/2020	Upheld	mal & inj	Apology, Financial redress:	
	3				,	Avoidable distress/time and	
						trouble	
19010642	Birmingham City Council	Education & Childrens Services	24/09/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
				resolution			
19010670	Birmingham City Council	Housing	26/09/2019	Advice	Signpost - go to complaint		
10010075			07/44/0040	given	handling		
19010675	Birmingham City Council	Environmental Services & Public	27/11/2019	Upheld	Injustice remedied during		
19010753	Rinningham City Council	Housing	25/09/2019	Referred	BinJ complaint processes Premature Decision -		
19010/00	Birmingham City Council	Housing	20/09/2019	back for			
				local	advice given		
				resolution			
19010776	Birmingham City Council	Environmental Services & Public	05/12/2019	Closed after	Not warranted by alleged		
				initial	mal/service failure		
				enquiries			
19010791	Birmingham City Council	Environmental Services & Public	24/03/2020	Upheld	mal & inj	Apology, Financial redress:	
						Avoidable distress/time and	
						trouble	
19010792	Birmingham City Council	Housing	26/09/2019	Advice	Signpost - go to complaint		
				given	handling		
19010815	Birmingham City Council	Environmental Services & Public	23/03/2020	Upheld	mal & inj	Apology, Financial redress:	
						Avoidable distress/time and	
						trouble	
19010827	Birmingham City Council	Highways & Transport	27/09/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
40040054			40/44/0010	resolution			
19010951	Birmingham City Council	Benefits & Tax	18/11/2019		26(6)(a) tribunal Other		
				initial			
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19010962	Birmingham City Council	Education & Childrens Services	30/09/2019	Referred	Premature Decision -		
				back for	advice given		
				local resolution			
19010993	Birmingham City Council	Environmental Services & Public I	01/10/2019	Referred	Premature Decision -		
	0, ,			back for	advice given		
1				local			
40044000		Factor and a Complete A Dublic	04/40/0040	resolution	Deservatives Desision		
19011083	Birmingham City Council	Environmental Services & Public I	01/10/2019	Referred back for	Premature Decision - advice given		
l				local	auvice given		
				resolution			
19011119	Birmingham City Council	Benefits & Tax	27/11/2019	Closed after	Not warranted by alleged		
1				initial	mal/service failure		
19011273	Birmingham City Council	Benefits & Tax	28/11/2019	enquiries Referred	Premature Decision -		
19011273	Birmingham City Council	Denents & Tax	20/11/2019	back for	referred to BinJ		
				local			
				resolution			
19011317	Birmingham City Council	Environmental Services & Public I		Not Upheld			
19011345	Birmingham City Council	Environmental Services & Public I		Not Upheld			
19011441	Birmingham City Council	Environmental Services & Public I	06/11/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local resolution			
19011447	Birmingham City Council	Benefits & Tax	08/10/2019	Referred	Premature Decision -		
	0 1			back for	advice given		
				local			
40044544	Director characterity Courteril	Education & Obildrana Comisso	00/40/2040	resolution	Dramatura Dasisian		
19011511	Birmingham City Council	Education & Childrens Services	08/10/2019	Referred back for	Premature Decision - advice given		
				local	auvice given		
				resolution			
19011538	Birmingham City Council	Education & Childrens Services	11/10/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
19011570	Birmingham City Council	Planning & Development	30/03/2020	resolution Not Upheld	no mal		
19011577	Birmingham City Council	Housing	11/11/2019	Referred	Premature Decision -		
10011077		liousing	11/11/2013	back for	referred to BinJ		
				local			
				resolution			
19011612	Birmingham City Council	Null	09/10/2019	Incomplete/I			
19011625	Birmingham City Council	Benefits & Tax	09/10/2019	nvalid Referred	proceed and PA advised Premature Decision -		
19011025		Denents & Tax	09/10/2019	back for	advice given		
				local	autice given		
				resolution			
19011651	Birmingham City Council	Education & Childrens Services	02/12/2019		26(6)(a) tribunal SENDIST		
				initial			
19011778	Birmingham City Council	Null	14/10/2019	enauiries	Insufficient information to		
	Similightin Ony Oburion			nvalid	proceed and PA advised		
19011793	Birmingham City Council	Education & Childrens Services	17/12/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
19011794	Birmingham City Council	Housing	01/11/2019	resolution Referred	Premature Decision -		
19011/94		Housing	01/11/2019	back for	referred to BinJ		
				local			
				resolution			
19011997	Birmingham City Council	Corporate & Other Services	24/12/2019	Closed after	Not warranted by alleged		
				initial	mal/service failure		
	1		l	enquiries		1	

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19012094	Birmingham City Council	Environmental Services & Public F	20/11/2019	Referred back for local	Premature Decision - referred to BinJ	
				resolution		
19012174	Birmingham City Council	Education & Childrens Services	11/12/2019	Closed after initial enquiries	Sch 5.5 internal man schools	
19012226	Birmingham City Council	Education & Childrens Services	22/10/2019	Incomplete/I nvalid	Insufficient information to proceed and PA advised	
19012239	Birmingham City Council	Corporate & Other Services	18/12/2019	Closed after initial enquiries	26(6)(c) Court remedy	
19012295	Birmingham City Council	Highways & Transport	22/10/2019	Incomplete/I nvalid	Person affected asks not to proceed	
19012324	Birmingham City Council	Housing	22/10/2019		Premature Decision - advice given	
19012358	Birmingham City Council	Education & Childrens Services	22/10/2019		Premature Decision - advice given	
19012571	Birmingham City Council	Education & Childrens Services	25/10/2019	Referred back for local resolution	Premature Decision - advice given	
19012600	Birmingham City Council	Housing	23/12/2019		Not warranted by alleged mal/service failure	
19012659	Birmingham City Council	Environmental Services & Public F	28/10/2019	Referred back for local resolution	Premature Decision - advice given	
19012722	Birmingham City Council	Adult Care Services	20/01/2020		Other reason not to investigate	
19012760	Birmingham City Council	Benefits & Tax	07/01/2020	Closed after	26B(2) not made in 12 months	
19012912	Birmingham City Council	Housing	31/10/2019	Advice given	Signpost - go to complaint handling	
19012913	Birmingham City Council	Corporate & Other Services	31/10/2019	Referred back for local resolution	Premature Decision - advice given	
19012964	Birmingham City Council	Environmental Services & Public F	08/11/2019	Closed after initial enquiries	Sch 5.1 court proceedings	
19013145	Birmingham City Council	Benefits & Tax	20/01/2020	Closed after initial enquiries	26(6)(a) tribunal HB	
19013184	Birmingham City Council	Housing	08/11/2019	Advice given	Signpost - go to complaint handling	
19013267	Birmingham City Council	Environmental Services & Public F	11/12/2019	Referred back for local resolution	Premature Decision - advised	
19013391	Birmingham City Council	Education & Childrens Services	08/11/2019	Referred back for local resolution	Premature Decision - advice given	
19013408	Birmingham City Council	Environmental Services & Public F	21/02/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
19013422	Birmingham City Council	Highways & Transport	08/11/2019	Referred back for local resolution	Premature Decision - advice given	

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19013758 Binningham Dity Council Environmental Services & Public 19112014 Resultant book Penalture Decision - shook green Image of the stand shook green 19013783 Binningham Dity Council Education & Chilerons Services 13112014 Refer to shook green Penalture Decision - shook green Image of the standard 19013783 Binningham Dity Council Education & Chilerons Services 22112010 Penalture Decision - stook green Image of the standard 19013784 Binningham Dity Council Representation - stook green Penalture Decision - stook green Image of the standard 19013084 Binningham Dity Council Representation - stook green Representation - stook green Image of the standard 19013074 Binningham Dity Council Representation - stook green Penalture Decision - stook green Image of the standard 19013075 Binningham Dity Council Housing 19112019 Refer to book for the standard Penalture Decision - stook green Image of the standard 19014070 Binningham Dity Council Housing 19112019 Refer to book for the standard Reservices a standard Reservices a standard 19014070 Binningham Dity Councid Heusing 1901					back for	advice given	
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Bitmingham City Council Education & Childrens Services 13/11/2011 Instruction book for back for back for back for above given Premature Decision - back for above given Image bit is above given 19013022 Birmingham City Council Corporate & Other Services 22/11/2013 Premature Decision - back for above given Image bit is above given Image bit is above given 19013023 Birmingham City Council Highways & Transport 13/12/2011 Advec above given Premature Decision - total Image bit is above given Image bit is above given Premature Decision - total Image bit is above given 19013075 Birmingham City Council Housing 14/11/2019 Advec above given Premature Decision - total Image bit is above given Image bit is above given 19013075 Birmingham City Council Housing 15/11/2019 Advec above given Premature Decision - toact for above given Image bit is above given Image bit is above given Image bit is above given 19014081 Birmingham City Council Housing 15/11/2019 Advec above given Semptor - p to complaint ing above given Image bit is above given Image bit is above given Image bit is above given Image					back for	advice given	
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1913347 Birmingham City Council Highways & Transport 12/12/01 Closed affer Auditation inclusion Not warrante by alleged inclusion Not warrante by alleged inclusion 19013868 Birmingham City Council Highways & Transport 23/01/2007 Closed affer Version SB2(7) not made in 12 enclusion	19013822	Birmingham City Council	Corporate & Other Services	22/11/2019	Advice		
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Instal months months months 19013874 Briningham City Council Planning & Development 2201/220 Back for anothe related to Bind					enauiries		
Instruction	19013865	Birmingham City Council	Highways & Transport	23/01/2020		. ,	
19013874 Birmingham City Council Planning & Development 22012020 Refered Premature Decision - book for local 19013875 Birmingham City Council Housing 14/11/2019 Refered Premature Decision - advice given 19014021 Birmingham City Council Housing 15/11/2019 Refered Premature Decision - advice given 19014024 Birmingham City Council Housing 15/11/2019 Advice Signopat - go to complaint 19014024 Birmingham City Council Housing 15/11/2019 Advice Signopat - go to complaint 19014024 Birmingham City Council Housing 16/11/2019 Colesed daffer Mot warramed by alleged injustice Inactiling 19014070 Birmingham City Council Environmental Services & Public 03/02/2020 Colesed daffer Mot warramed by alleged injustice Installing 19014070 Birmingham City Council Housing 19/11/2019 Refered Premature Decision - back for local and injustice 19014071 Birmingham City Council Housing 19/11/2019 Refered Premature Decision - back for local and injustice 1901428 Birmingham City Council Housing 19/11/2019 Refered Premature Decision - back for local and injustice 1901429 Birmingham City Council					initial	months	
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19014038 Birmingham City Council Housing 18/11/2019 Advice Signost - go to complaint handling 19014044 Birmingham City Council Highways & Transport 06/01/2020 Closed after Variante	19014021	Birmingham City Council	Housing	15/11/2019	Advice	Signpost - go to complaint	
John Construction Highways & Transport Occole of Markingham City Council Highways & Transport Obs 00/102020 (Closed after Not warranted by alleged initial enoutlings Inadiling Leg(s) (c) Court remedy initial enoutlings 19014070 Birmingham City Council Environmental Services & Public f 03/02/2020 (Closed after Not warranted by alleged enoutlings Not warranted by alleged initial enoutlings 19014083 Birmingham City Council Benefits & Tax 18/11/2019 (Scole after Scole after Coole (Closed after Scole aft					given	handling	
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19014835	Birmingham City Council	Adult Care Services	28/11/2019	Referred	Premature Decision -		
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				local			
40045050			00/40/0040	resolution	Deservatives Desision		
19015059	Birmingham City Council	Environmental Services & Public	03/12/2019	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
19015146	Birmingham City Council	Benefits & Tax	03/03/2020	resolution	26(6)(a) tribunal Other		
13013140			03/03/2020	initial			
				enquiries			
19015150	Birmingham City Council	Planning & Development	04/12/2019	Referred	Premature Decision -		
	g			back for	advice given		
				local	gir en		
				resolution			
19015190	Birmingham City Council	Benefits & Tax	02/02/2020	Closed after	26(6)(a) tribunal Other		
				initial			
				enauiries			
19015196	Birmingham City Council	Environmental Services & Public	02/01/2020		Not warranted by alleged		
				initial	injustice		
				enquiries			
19015268	Birmingham City Council	Other	05/12/2019	Advice	Signpost - go to complaint		
				given	handling		
19015295	Birmingham City Council	Corporate & Other Services	10/12/2019		Sch 5.4 personnel		
				initial			
10015226	Birminghom City Council	Depotito 9 Tex	08/02/2020	enquiries	2C(C)(a) tribupal Other		
19015326	Birmingham City Council	Benefits & Tax	08/02/2020	initial	26(6)(a) tribunal Other		
				enquiries			
19015477	Birmingham City Council	Housing	10/12/2019	Referred	Premature Decision -		
13013477	Dimingham City Council	riodaing	10/12/2013	back for	advice given		
				local	advice given		
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19015481	Birmingham City Council	Housing	10/12/2019		Insufficient information to		
	3	5		nvalid	proceed and PA advised		
19015746	Birmingham City Council	Housing	16/12/2019	Advice	Signpost - go to advice		
				given	agency		
19015797	Birmingham City Council	Adult Care Services	20/02/2020	Closed after	Not warranted by alleged		
				initial	mal/service failure		
				enquiries			
19015943	Birmingham City Council	Housing	19/12/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
				resolution			
19015945	Birmingham City Council	Benefits & Tax	18/12/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
10015057		Education & Childrens Convises	19/12/2010	resolution	Dromoturo Decision		
19015957	Birmingham City Council	Education & Childrens Services	18/12/2019	Referred	Premature Decision -		
				back for	advice given		
				local			
19016029	Birmingham City Council	Environmental Services & Public	10/02/2020	resolution	Not warranted by alleged		
13010023			10/02/2020	initial	injustice		
				enquiries			
19016044	Birmingham City Council	Environmental Services & Public	15/01/2020		Not warranted by alleged		
			10,01,2020	initial	mal/service failure		
				enquiries			
		Benefits & Tax	29/01/2020		Not warranted by alleged		
19016095	Birmingham City Council			initial	injustice		
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19016095	Birmingham City Council Birmingham City Council	Null	24/01/2020	enquiries Advice	-		
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19016367	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local			
40040070		Depetite 8 Tex	03/01/2020	resolution	Premature Decision -		
19016373	Birmingham City Council	Benefits & Tax	03/01/2020	Referred back for			
				local	advice given		
				resolution			
19016396	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local	J J		
				resolution			
19016451	Birmingham City Council	Environmental Services & Public F	20/02/2020		At request of complainant		
				initial			
10016472	Dirmingham City Council	Lichwaya & Transport	10/03/2020	enquiries	Not warranted by alloged		
19016472	Birmingham City Council	Highways & Transport	10/03/2020	initial	Not warranted by alleged mal/service failure		
				enquiries			
19016543	Birmingham City Council	Adult Care Services	06/01/2020	Referred	Premature Decision -		
			00,01,2020	back for	advice given		
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				resolution			
19016550	Birmingham City Council	Corporate & Other Services	17/03/2020	Referred	Premature Decision -		
				back for	advised		
				local			
40040500			07/04/0000	resolution	Dramatura Dagisian		
19016586	Birmingham City Council	Housing	07/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local resolution			
19016686	Birmingham City Council	Corporate & Other Services	21/02/2020		26(6)(c) Court remedy		
			, 0_, _ 0_0	initial			
				enquiries			
19016697	Birmingham City Council	Environmental Services & Public F	08/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local			
10010770			00/04/0000	resolution			
19016773	Birmingham City Council	Housing	08/01/2020	Referred	Premature Decision -		
				back for	referred to BinJ		
				local resolution			
19016950	Birmingham City Council	Benefits & Tax	20/02/2020	Referred	Premature Decision -		
10010000	Dimingham only courton		20/02/2020	back for	referred to BinJ		
				local			
				resolution			
19017012	Birmingham City Council	Education & Childrens Services	13/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local			
10017051			4.4/0.4/0.000	resolution			
19017051	Birmingham City Council	Education & Childrens Services	14/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local resolution			
19017122	Birmingham City Council	Highways & Transport	15/01/2020	Referred	Premature Decision -		
				back for	referred to BinJ		
				local			
				resolution			
19017146	Birmingham City Council	Adult Care Services	15/01/2020	Referred	Premature Decision -		
				back for	advice given		
				local			
				resolution			
19017170	Birmingham City Council	Environmental Services & Public F	24/03/2020		26(6)(c) Court remedy		
				initial			
10017202	Birminghom City Council	Benefits & Tax	05/02/2020	enquiries Closed after	26(6)(a) tribunal Other		
19017302	Birmingham City Council		05/03/2020		26(6)(a) tribunal Other		
				initial			
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19017334	Birmingham City Council	Environmental Services & Public F	21/01/2020	Advice given	Signpost - go to complaint handling	
19017370	Birmingham City Council	Highways & Transport	24/02/2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS	
19017409	Birmingham City Council	Housing	28/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord	
19017412	Birmingham City Council	Corporate & Other Services	14/02/2020	Closed after initial	26(6)(c) Court remedy	
19017449	Birmingham City Council	Housing	13/03/2020	initial	Sch 5.5A/5.5B Social housing landlord	
19017531	Birmingham City Council	Education & Childrens Services	21/01/2020	enquiries Referred back for local resolution	Premature Decision - advice given	
19017533	Birmingham City Council	Adult Care Services	21/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ	
19017550	Birmingham City Council	Environmental Services & Public F	23/03/2020		Sch 5.5A/5.5B Social housing landlord	
19017583	Birmingham City Council	Highways & Transport	05/03/2020		26(6)(a) tribunal TPT/PATAS	
19017650	Birmingham City Council	Education & Childrens Services	03/02/2020	Referred back for local resolution	Premature Decision - advised	
19017673	Birmingham City Council	Benefits & Tax	01/03/2020	Referred back for local	Premature Decision - referred to BinJ	
19017696	Birmingham City Council	Benefits & Tax	18/03/2020	resolution Closed after initial enquiries	26(6)(a) tribunal Other	
19017743	Birmingham City Council	Housing	18/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ	
19017776	Birmingham City Council	Housing	23/01/2020	Advice given	Signpost - go to complaint handling	
19017934	Birmingham City Council	Education & Childrens Services	25/03/2020	initial enquiries	26B(2) not made in 12 months	
19018023	Birmingham City Council	Education & Childrens Services	28/01/2020	nvalid	Insufficient information to proceed and PA advised	
19018062	Birmingham City Council	Environmental Services & Public F	30/01/2020	Referred back for local resolution	Premature Decision - advice given	
19018150	Birmingham City Council	Housing	29/01/2020	Referred back for local resolution	Premature Decision - advice given	
19018306	Birmingham City Council	Highways & Transport	17/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
19018325	Birmingham City Council	Adult Care Services	26/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ	

19018332	Birmingham City Council	Education & Childrens Services	31/01/2020	Referred	Premature Decision -	
				back for	advice given	
				local		
19018414	Birmingham City Council	Environmental Services & Public F	21/03/2020	resolution	Not warranted by alleged	
19010414	Birningham City Council	Environmental Services & Fublic P	21/03/2020	initial	mal/service failure	
				enquiries		
19018427	Birmingham City Council	Education & Childrens Services	06/03/2020	Referred	Premature Decision -	
				back for	referred to BinJ	
				local		
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19018487	Birmingham City Council	Environmental Services & Public F	04/02/2020	Referred back for	Premature Decision - advice given	
				local	advice given	
				resolution		
19018514	Birmingham City Council	Environmental Services & Public F	25/03/2020	Closed after	No worthwhile outcome	
				initial	achievable by investigation	
10010510				enauiries		
19018518	Birmingham City Council	Highways & Transport	20/03/2020		No worthwhile outcome	
				initial enquiries	achievable by investigation	
19018571	Birmingham City Council	Environmental Services & Public F	05/02/2020	Referred	Premature Decision -	
				back for	advice given	
				local	_	
				resolution		
19018573	Birmingham City Council	Education & Childrens Services	05/02/2020	Referred	Premature Decision -	
				back for local	advice given	
				resolution		
19018642	Birmingham City Council	Environmental Services & Public F	20/03/2020		Sch 5.1 court proceedings	
				initial		
			/ /	enquiries		
19018730	Birmingham City Council	Education & Childrens Services	29/02/2020		Not warranted by alleged	
				initial	mal/service failure	
19018736	Birmingham City Council	Housing	20/02/2020	enquiries Closed after	Sch 5.5A/5.5B Social	
			20,02,2020	initial	housing landlord	
				enquiries		
19018769	Birmingham City Council	Environmental Services & Public F	10/02/2020	Referred	Premature Decision -	
				back for	advice given	
				local		
19018830	Birmingham City Council	Environmental Services & Public F	10/02/2020	resolution Referred	Premature Decision -	
10010000			10,02,2020	back for	advice given	
				local	5	
				resolution		
19018836	Birmingham City Council	Environmental Services & Public F	10/02/2020		Insufficient information to	
19018879	Birmingham City Council	Benefits & Tax	11/02/2020	nvalid Referred	proceed and PA advised Premature Decision -	
19010079	Birningham City Council		11/02/2020	back for	advice given	
				local		
				resolution		
19018923	Birmingham City Council	Housing	26/02/2020		Sch 5.5A/5.5B Social	
				initial	housing landlord	
19018925	Birmingham City Council	Null	11/02/2020	enauiries Advice	Signpost - go to complaint	
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19019114	Birmingham City Council	Benefits & Tax	13/02/2020	Referred	Premature Decision -	
				back for	referred to BinJ	
				local		
10010110	Dirmingham City Course	Environmental Services & Public F	12/02/2020	resolution	Premature Decision -	
19019119	Birmingham City Council	Environmental Services & Public F	13/02/2020	Referred back for	advice given	
				local		
				resolution		
19019123	Birmingham City Council	Planning & Development	23/03/2020	Closed after	26(6)(b) appeal to Minister	
				initial		
				enquiries		

19019360	Birmingham City Council Birmingham City Council	Environmental Services & Public F	18/02/2020		Premature Decision - advice given	
	Birmingham City Council				advice given	
	Birmingham City Council			local		
	Birmingham City Council					
	Birmingham City Council			resolution		
19019367		Benefits & Tax	18/02/2020		Premature Decision -	
19019367					advice given	
19019367				local		
19019367			10/00/0000	resolution	Durant an Duriting	
	Birmingham City Council	Benefits & Tax	18/02/2020		Premature Decision -	
					advice given	
				local		
19019383	Birmingham City Council	Housing	18/02/2020	resolution Advice	Signpost - go to complaint	
19019303	Birningham City Council	Housing	10/02/2020		handling	
19019555	Birmingham City Council	Housing	27/02/2020	given Referred	Premature Decision -	
10010000	Birningham Oky Council	libusing	21/02/2020		advice given	
				local	advice given	
				resolution		
19019652	Birmingham City Council	Housing	21/02/2020	Advice	Signpost - go to complaint	
				given	handling	
19019724	Birmingham City Council	Environmental Services & Public F	24/02/2020		Premature Decision -	
	5 ,				advice given	
				local	3	
				resolution		
19019743	Birmingham City Council	Housing	24/02/2020		Premature Decision -	
				back for	advice given	
				local		
				resolution		
19019766	Birmingham City Council	Planning & Development	27/03/2020		Not warranted by alleged	
				initial	mal/service failure	
				enquiries		
19019776	Birmingham City Council	Housing	02/03/2020		Premature Decision -	
				back for	advice given	
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40040000	Director als are City Course il	Denefite & Text	05/00/2020	resolution	Dromoturo Decision	
19019809	Birmingham City Council	Benefits & Tax	25/02/2020		Premature Decision -	
					advice given	
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19019964	Birmingham City Council	Environmental Services & Public F	26/02/2020	resolution	Insufficient information to	
13013304		Environmental Services & Fublic F	20/02/2020	nvalid	proceed and PA advised	
19019984	Birmingham City Council	Benefits & Tax	03/03/2020		Premature Decision -	
10010004	Birningham ony obarion		00/00/2020		advice given	
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				resolution		
19019986	Birmingham City Council	Environmental Services & Public F	31/03/2020		No worthwhile outcome	
					achievable by investigation	
				enquiries	,	
19020053	Birmingham City Council	Housing	27/02/2020	Advice	Signpost - go to complaint	
				given	handling	
19020098	Birmingham City Council	Education & Childrens Services	28/02/2020	Referred	Premature Decision -	
				back for	advice given	
				local	-	
				resolution		
19020174	Birmingham City Council	Benefits & Tax	12/03/2020		Premature Decision -	
				back for	referred to BinJ	
				local		
				resolution		
19020201	Birmingham City Council	Adult Care Services	02/03/2020		Premature Decision -	
					advice given	
				local		
				resolution		
19020216	Birmingham City Council	Housing	03/03/2020	Advice	Signpost - go to complaint	
			00/00/0000	given	handling	
10000000	Birmingham City Council	Housing	03/03/2020	Advice	Signpost - go to complaint	
19020295				given	handling	

19020326	Birmingham City Council	Highways & Transport	30/03/2020	Closed after	6(6)(a) tribunal	
15020520	Birningham Oity Obunci	righways & transport	30/03/2020	initial	PT/PATAS	
				enquiries		
19020397	Birmingham City Council	Housing	31/03/2020		ot warranted by alleged	
	5	3			al/service failure	
				enquiries		
19020470	Birmingham City Council	Housing	05/03/2020	Advice	gnpost - go to complaint	
					andling	
19020484	Birmingham City Council	Education & Childrens Services	05/03/2020	Referred	emature Decision -	
					lvice given	
				local		
				resolution		
19020678	Birmingham City Council	Housing	09/03/2020	Referred	emature Decision -	
					lvice given	
				local		
				resolution		
19020751	Birmingham City Council	Null	10/03/2020		gnpost - go to complaint	
				given	andling	
19020759	Birmingham City Council	Adult Care Services	10/03/2020	Referred	emature Decision -	
				back for	ferred to BinJ	
				local		
				resolution		
19020845	Birmingham City Council	Housing	11/03/2020		gnpost - go to complaint	
				given	andling	
19020849	Birmingham City Council	Benefits & Tax	12/03/2020	Referred	remature Decision -	
					lvice given	
				local		
10001000	Diversity of the Operator of	Listuare 9 Treeses	4.0/00/0000	resolution		
19021069	Birmingham City Council	Highways & Transport	16/03/2020		sufficient information to	
19021091	Birmingham City Council	Benefits & Tax	16/03/2020	nvalid Referred	oceed and PA advised remature Decision -	
19021091	Birningham City Council		10/03/2020			
					lvice given	
				local		
19021104	Birmingham City Council	Null	16/03/2020	resolution	sufficient information to	
13021104			10/03/2020	nvalid	oceed and PA advised	
				Invaliu		

Birmingham City Council Compliance with LGSCO recommendations

	Authority		Decided	Remedy		t Remedy Achieved	Date S
17007333	Birmingham City Council	Benefits & Tax	12-Mar-19	Financial redress: Avoidable distress/time and trouble	12-Apr-19	09-Apr-19	R
17014963	Birmingham City Council	Housing	01-Mar-19	Apology Financial redress: Avoidable distress/time and trouble	12-Jun-19	03-Jun-19	R
17015314	Birmingham City Council	Housing	19-Mar-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	19-May-19	25-Jun-19	R
17017296	Birmingham City Council	Education & Childrens Services	03-Apr-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	03-Jul-19	23-Aug-19	R
17018151	Birmingham City Council	Adult Care Services	24-Jun-19	Procedure or policy change/review Apology	22-Jul-19	17-Jul-19	R
17018314	Birmingham City Council	Adult Care Services	29-Mar-19	Apology Procedure or policy change/review	06-Sep-19	04-Sep-19	R
17019347	, , , , , , , , , , , , , , , , , , ,	Ç î	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	R
18000058	Birmingham City Council	Adult Care Services	08-Jan-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	08-Mar-19	03-Jul-19	R
18001013	Birmingham City Council	Environmental Services & Public	18-Jan-19	Financial redress: Avoidable distress/time and trouble Other Remedy	18-Apr-19	09-Sep-19	R
18001117	Birmingham City Council	Education & Childrens Services	21-May-19	Apology Provide information/advice	18-Jun-19	22-May-19	R
18003002	Birmingham City Council	Education & Childrens Services	25-Feb-19	New appeal/review or reconsidered decision Reassessment Training and guidance	28-May-19	15-Jul-19	R
18004856	Birmingham City Council	Adult Care Services	28-Feb-19	Apology Financial redress: Avoidable distress/time and trouble	28-Aug-19	13-Aug-19	F
18004979	Birmingham City Council	Environmental Services & Public	20-Dec-18	Apology Procedure or policy change/review	01-Aug-19	03-Sep-19	R
18005413	Birmingham City Council	Benefits & Tax	15-May-19	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Training and guidance	17-Jun-19	18-Jun-19	R
18006021	Birmingham City Council	Environmental Services & Public	09-Nov-18	Provide services	01-Jul-19	21-May-19	R
18006045	Birmingham City Council	Environmental Services & Public	26-Jun-19	Apology Financial redress: Loss of service Other Remedy	26-Nov-19	21-Nov-19	
18006855	Birmingham City Council	Benefits & Tax	23-Oct-19	Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	03-Jan-20	09-Dec-19	R
18007056	Birmingham City Council	Planning & Development	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	R
18007952	Birmingham City Council	Housing	26-Mar-19	Apology New appeal/review or reconsidered decision	07-May-19	10-Jun-19	R

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18009193	Birmingham City Council	Education & Childrens Services	14-May-19	Apology Financial redress: Loss of service	25-Jun-19	10-Jun-19	F
18009243	Birmingham City Council	Adult Care Services	04-Apr-19	Procedure or policy change/review Provide information/advice	30-May-19	31-Jul-19	F
18009908	Birmingham City Council	Environmental Services & Public	15-Jan-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	15-Jul-19	15-Jul-19	F
18010108	Birmingham City Council	Adult Care Services	05-Mar-19	Apology Financial redress: Avoidable distress/time and trouble Add or Correct Records	08-Apr-19	04-Apr-19	F
18010480	Birmingham City Council	Environmental Services & Public	30-Apr-19	Apology Provide information/advice Training and guidance	30-Jul-19	20-Jun-19	F
18010564	Birmingham City Council	Environmental Services & Public	14-Mar-19	Apology	14-Jun-19	11-Jun-19	F
18010623	Birmingham City Council	Environmental Services & Public	11-Feb-19	Other Remedy	03-Jun-19	13-Jun-19	
18010790	Birmingham City Council	Adult Care Services	20-Mar-19	Reassessment	20-May-19	18-Apr-19	
18010814	Birmingham City Council	Environmental Services & Public	05-Apr-19	Apology Financial redress: Avoidable distress/time and trouble	03-May-19	08-May-19	F
18011234	Birmingham City Council	Adult Care Services	22-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review Training and guidance	03-Oct-19	03-Sep-19	I
18011576	Birmingham City Council	Benefits & Tax	12-Apr-19	Procedure or policy change/review	12-Jul-19	21-Jun-19	ł
18011764	Birmingham City Council	Environmental Services & Public	08-May-19	Provide services	05-Jun-19	17-Sep-19	I
18011774	Birmingham City Council	Environmental Services & Public	28-Mar-19	Apology Financial redress: Loss of service Other Remedy	28-Oct-19	03-Oct-19	F
18012331	Birmingham City Council	Benefits & Tax	01-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	12-Nov-19	08-Oct-19	ł
18012728	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	1
18012931	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	F
18013106	Birmingham City Council	Environmental Services & Public	25-Jul-19	Financial redress: Loss of service Apology Procedure or policy change/review	29-Nov-19	04-Feb-20	F
18013164	Birmingham City Council	Environmental Services & Public	:25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	F
18013175	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	I
18013177	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	29-Nov-19	04-Feb-20	1

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18013557	Birmingham City Council	Benefits & Tax	26-Jul-19	Apology Financial redress: Avoidable distress/time and	23-Aug-19	12-Aug-19	
				trouble			Remedy complete and satisfied
18013565	Birmingham City Council	Housing	21-May-19	Financial redress: Avoidable distress/time and trouble	21-Jun-19	18-Jun-19	Remedy complete and satisfied
18013857	Birmingham City Council	Education & Childrens Services	12-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Reassessment Procedure or policy change/review	12-Nov-19	27-Nov-19	Remedy completed late
18014897	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015202	Birmingham City Council	Environmental Services & Public		Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015236	Birmingham City Council	Environmental Services & Public	25-Jul-19	Financial redress: Loss of service Procedure or policy change/review Apology	29-Nov-19	04-Feb-20	Remedy completed late
18015314	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015505	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015656	Birmingham City Council	Education & Childrens Services	29-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Procedure or policy change/review	23-Sep-19	28-Oct-19	Remedy completed late
18015794	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18015980	Birmingham City Council	Environmental Services & Public	25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016015	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016185	Birmingham City Council	Environmental Services & Public	c26-Jun-19	Apology Financial redress: Loss of service Other Remedy	20-Sep-19	14-Nov-19	Remedy completed late
18016198	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016323	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Loss of service Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016442	Birmingham City Council	Environmental Services & Public	c25-Jul-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	29-Nov-19	04-Feb-20	Remedy completed late
18016590	Birmingham City Council	Education & Childrens Services	15-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	26-Nov-19	04-Dec-19	Remedy completed late

18017200	Birmingham City Council	Benefits & Tax	06-Nov-19	Apology	06-Dec-19	02-Dec-19
				Financial redress: Avoidable distress/time and trouble		
				Other Remedy		
18017479	Birmingham City Council	Adult Care Services	11-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	09-Oct-19	20-Sep-19
18017509	Birmingham City Council	Education & Childrens Services	12-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Training and guidance	26-Sep-19	12-Sep-19
18017592	Birmingham City Council	Benefits & Tax	14-Oct-19	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Procedure or policy change/review	14-Nov-19	05-Nov-19
18017737	Birmingham City Council	Benefits & Tax	28-May-19	Financial Redress: Quantifiable Loss	28-Jun-19	18-Jun-19
18017756	Birmingham City Council	Environmental Services & Public	12-Jul-19	Apology Financial redress: Loss of service Other Remedy	14-Oct-19	03-Oct-19
18017976	Birmingham City Council	Housing	17-Jul-19	Financial redress: Avoidable distress/time and trouble Provide information/advice	11-Sep-19	01-Aug-19
18018287	Birmingham City Council	Benefits & Tax	12-Nov-19	New appeal/review or reconsidered decision	12-Nov-19	12-Nov-19
18018492	Birmingham City Council	Benefits & Tax	30-Sep-19	Provide information/advice Financial redress: Avoidable distress/time and trouble	02-Dec-19	28-Oct-19
18018646	Birmingham City Council	Environmental Services & Public	17-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	26-Jul-19
18018692	Birmingham City Council	Benefits & Tax	01-Aug-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	27-Sep-19	20-Sep-19
18018732	Birmingham City Council	Environmental Services & Public	19-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	29-Jul-19
18018735	Birmingham City Council	Environmental Services & Public	06-Aug-19	Apology	06-Sep-19	08-Aug-19
18019131	Birmingham City Council	Environmental Services & Public	07-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	07-Nov-19	23-Oct-19
18019669	Birmingham City Council	Environmental Services & Public	02-Aug-19	Apology Financial redress: Loss of service Other Remedy	28-Oct-19	17-Dec-19
19000066	Birmingham City Council	Environmental Services & Public	14-Aug-19	Apology Financial redress: Loss of service Other Remedy	11-Nov-19	23-Oct-19
19000748	Birmingham City Council	Education & Childrens Services	08-Jan-20	Financial redress: Avoidable distress/time and trouble	10-Feb-20	13-Jan-20
19000865	Birmingham City Council	Housing	29-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Reassessment Procedure or policy change/review	29-Nov-19	03-Dec-19
19001200	Birmingham City Council	Environmental Services & Public	16-Oct-19	Apology Other Remedy	20-Jan-20	16-Jan-20

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19001606	Birmingham City Council	Planning & Development	13-Dec-19	Apology	13-Jan-20	17-Dec-19
19001766	Birmingham City Council	Environmental Services & Public	27-Aug-19	Financial redress: Avoidable distress/time and trouble Provide services	27-Sep-19	30-Aug-19
19002096	Birmingham City Council	Environmental Services & Public	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	04-Dec-19
19002102	Birmingham City Council	Benefits & Tax	17-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	01-Oct-19	26-Sep-19
19002435	Birmingham City Council	Environmental Services & Public	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	10-Dec-19
19002504	Birmingham City Council	Education & Childrens Services	23-Sep-19	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	23-Oct-19	17-Mar-20
19002551	Birmingham City Council	Environmental Services & Public	26-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	28-Oct-19	23-Oct-19
19002667	Birmingham City Council	Environmental Services & Public	14-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	09-Jan-20	20-Dec-19
19002833	Birmingham City Council	Environmental Services & Public	08-Nov-19	Apology	09-Dec-19	25-Nov-19
19003085	Birmingham City Council	Environmental Services & Public	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	21-Nov-19
19003138	Birmingham City Council	Environmental Services & Public	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20
19003251	Birmingham City Council	Benefits & Tax	25-Sep-19	Financial redress: Avoidable distress/time and trouble	25-Oct-19	18-Oct-19
19003269	, , , , , , , , , , , , , , , , , , ,	Benefits & Tax	16-Oct-19	Financial redress: Avoidable distress/time and trouble	13-Nov-19	23-Oct-19
19003814	Birmingham City Council	Environmental Services & Public	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20
19003823		Environmental Services & Public		Apology Financial redress: Avoidable distress/time and trouble Other Remedy	02-Mar-20	10-Mar-20
19003841	Birmingham City Council	Environmental Services & Public	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	26-Nov-19
19003962	Birmingham City Council	Environmental Services & Public	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20
19004252	Birmingham City Council	Environmental Services & Public	18-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	18-Dec-19	22-Nov-19

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19004439	Birmingham City Council	Environmental Services & Public 2	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	ſ
19004456	Birmingham City Council	Environmental Services & Public 1	4-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	16-Dec-19	21-Nov-19	
19004836	Birmingham City Council	Environmental Services & Public 2	2-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	23-Dec-19	26-Nov-19	F
19004932	Birmingham City Council	Environmental Services & Public2	25-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	02-Jan-20	26-Nov-19	ł
19005126	Birmingham City Council	Environmental Services & Public)3-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	10-Jan-20	27-Dec-19	I
19005268	Birmingham City Council	Environmental Services & Public2	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	I
19005394	Birmingham City Council	Adult Care Services 2	2-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	19-Feb-20	04-Feb-20	ļ
19005609	Birmingham City Council	Environmental Services & Public 0	02-Dec-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	13-Feb-20	ł
19006167	Birmingham City Council	Environmental Services & Public	06-Jan-20	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	12-Feb-20	1
19006698	Birmingham City Council	Environmental Services & Public)9-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	
19006964	Birmingham City Council	Environmental Services & Public 0	9-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	ļ
19007494	Birmingham City Council	Environmental Services & Public 2	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	
19007844	Birmingham City Council	Adult Care Services 1	9-Nov-19	Apology	17-Dec-19	05-Dec-19	
19007848	Birmingham City Council	Environmental Services & Public 2	28-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	28-Feb-20	05-Feb-20	ł
19007894	Birmingham City Council	Environmental Services & Public 0)7-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	09-Mar-20	28-Feb-20	
19008423	Birmingham City Council	Environmental Services & Public 1	1-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	11-Mar-20	28-Feb-20	
19008571	Birmingham City Council	Environmental Services & Public 1	8-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	F
19009270	Birmingham City Council	Environmental Services & Public 1	8-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	1

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19009871	Birmingham City Council	Environmental Services & Public	06-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	06-Apr-20	18-Mar-20	F
19010052	Birmingham City Council	Environmental Services & Public	06-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	06-Apr-20	18-Mar-20	F
19010423	Birmingham City Council	Environmental Services & Public	10-Mar-20	Apology Financial redress: Avoidable distress/time and trouble	14-Apr-20	18-Mar-20	F

Remedy complete and satisfied