

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	29 Oct 2019
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 2020
19017449	Birmingham City Council	Housing	22 Jan 2020
19017531	Birmingham City Council	Education & Childrens Services	21 Jan 2020
19017533	Birmingham City Council	Adult Care Services	21 Jan 2020
19017550	Birmingham City Council	Environmental Services & Public Protection & Regulation	06 Feb 2020
19017564	Birmingham City Council	Housing	21 Jan 2020
19017583	Birmingham City Council	Highways & Transport	21 Jan 2020
19017599	Birmingham City Council	Adult Care Services	22 Jan 2020
19017610	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 2020
19017650	Birmingham City Council	Education & Childrens Services	30 Jan 2020
19017667	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 2020
19017673	Birmingham City Council	Benefits & Tax	22 Jan 2020
19017696	Birmingham City Council	Benefits & Tax	22 Jan 2020
19017698	Birmingham City Council	Adult Care Services	31 Jan 2020
19017743	Birmingham City Council	Housing	29 Jan 2020
19017776	Birmingham City Council	Housing	23 Jan 2020
19017870	Birmingham City Council	Environmental Services & Public Protection & Regulation	24 Jan 2020
19017934	Birmingham City Council	Education & Childrens Services	27 Jan 2020
19017943	Birmingham City Council	Housing	27 Jan 2020
19017957	Birmingham City Council	Adult Care Services	04 Mar 2020
19017960	Birmingham City Council	Environmental Services & Public Protection & Regulation	27 Jan 2020
19018023	Birmingham City Council	Education & Childrens Services	28 Jan 2020
19018026	Birmingham City Council	Environmental Services & Public Protection & Regulation	28 Jan 2020
19018062	Birmingham City Council	Environmental Services & Public Protection & Regulation	30 Jan 2020
19018150	Birmingham City Council	Housing	29 Jan 2020
19018306	Birmingham City Council	Highways & Transport	31 Jan 2020
19018325	Birmingham City Council	Adult Care Services	03 Feb 2020
19018332	Birmingham City Council	Education & Childrens Services	31 Jan 2020

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
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 improvement recommendations
16013780	Birmingham City Council	Adult Care Services	13/01/2020	Not Upheld	no mal		
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	Implement the findings of its current consultation on transport policy, which will involve considering the wording of its policy in this area. It should ensure applicants are clearly signposted to any revised policy. It should ensure staff keep records of all decisions made and communicate the reasons for these decisions clearly and promptly. Review all transitional cases such as Mr X's and write to those affected. If, upon writing to the relevant people, it receives any retrospective applications, it should consider these and record how it reached those decisions. It should report its findings to us.Those that are unsatisfied with its decision can come to the Ombudsman and the Council should direct them as such. Review its policies and procedures around providing escorts, ensuring that risk assessments are conducted when needed and in good time. Review its policies and procedures in relation to carer's assessments to ensure that Council staff are alert to situations where carers need support.
17018028	Birmingham City Council	Adult Care Services	29/04/2019	Not Upheld	no mal		
17018151	Birmingham City Council	Adult Care Services	24/06/2019	Upheld	mal & inj	Procedure or policy change/review,Apology	The Council has agreed to consider with the Care Home what action it needs to take to ensure it refers people to a Tissue Viability Nurse when necessary.
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 F	14/06/2019	Not Upheld	no mal		
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 of my decision the Council should: write to the bailiff to remind it of the process to follow when a customer provides evidence a payment has been made which the bailiff has not received.
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 F	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 enquiries	26(6)(c) Court remedy		
18008516	Birmingham City Council	Planning & Development	05/08/2019	Not Upheld	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 agreed to review the way in which adult social care manages the telephone calls it receives from clients, to ensure that: clients know who to contact, are always able to speak to an officer or leave a message,and receive a response to their issue or query within an appropriate timescale. The Council will develop an information leaflet for new clients, which will provide general information about its adult social care needs assessment process.
19009121	Birmingham City Council	Environmental Services & Public F	26/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18010480	Birmingham City Council	Environmental Services & Public F	30/04/2019	Upheld	mal & inj	Apology,Provide information/advice,Training and guidance	The Council agreed to remind officers writing complaint responses on behalf of the Council to be specific about why they are apologising. The Council agreed to publish information on the relevant section of its website, to make clear the service standard is aims to achieve in dealing with public reports of dumped rubbish.

18010814	Birmingham City Council	Environmental Services & Public F	05/04/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	The Council has agreed that within four weeks of the decision it will confirm reorganising the rounds has stabilised the problems caused by missed collections. Confirm there have been no further communication issues and any reports of missed collections have been received by the correct depots. If there have been any other complaints from other residents in the same development about the missed domestic waste collections as the complainant, the Council should consider the complaints. And whether the other residents should also receive any financial remedy. The Council will report back to the Ombudsman regarding any financial remedy offered to other residents in the complainant's 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 agreed to share the lessons learned with its adult social care staff in the community and in hospital, who are involved with: carrying out needs assessments, finding care homes, and supervising student social workers. The Council has agreed to review relevant procedures and guidance it provides to staff within adult social care, about the circumstances when the Council should not ask a client for a 'top up' payment, when the Council is unable to offer a suitable care home within the allocated personal budget. The Council has agreed to review its monitoring and supervision arrangements with regards to student social workers, to ensure that any possible future faults by student social workers will be prevented as much as possible and detected as soon as possible.
18011576	Birmingham City Council	Benefits & Tax	12/04/2019	Upheld	mal & inj	Procedure or policy change/review	Within three months, the Council will review its procedures to make sure that the processing team and contact centre staff follow the same procedures (for paying housing benefit directly to customers) with consistency.
18011764	Birmingham City Council	Environmental Services & Public F	08/05/2019	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 F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18012900	Birmingham City Council	Education & Childrens Services	07/08/2019	Not Upheld	no mal		
18012931	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013029	Birmingham City Council	Adult Care Services	25/10/2019	Not Upheld	no mal		
18013106	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Apology,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013164	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013175	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18013177	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised. The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
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	

18013857	Birmingham City Council	Education & Childrens Services	12/08/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Reassessment,Procedure or policy change/review	Review the Panel's procedures for considering care packages to ensure clarity and transparency in how it calculates care packages. The Council should explain to the Ombudsman how the Trust has improved its practice in this area.
18013998	Birmingham City Council	Adult Care Services	21/05/2019	Not Upheld	no mal		
18014151	Birmingham City Council	Housing	27/08/2019	Upheld	mal no inj		
18014567	Birmingham City Council	Housing	26/06/2019	Not Upheld	no mal		
18014897	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015094	Birmingham City Council	Benefits & Tax	02/09/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
18015202	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18015236	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Financial redress: Loss of service,Procedure or policy change/review,Apology	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015286	Birmingham City Council	Education & Childrens Services	13/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide services,Provide information/Advice,Procedure	For a senior officer to discuss with all relevant officers to ensure that where a parent, child or other party has a separate meeting to the main CiC Review meeting, it is clearly documented within the CiC Review Record. There should be evidence of information flows within and between both meetings. The Council should conduct periodic file reviews to check this is being done.
18015314	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015505	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
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	The Council will review its training and procedures to ensure: professional advice is quantified and specified; officers are clear when exemptions to statutory timeframes for Education, Health and Care (EHC) Plans apply; families are kept informed when there are difficulties sourcing special educational provision; social care advice is considered as part of EHC assessments; panels and funding processes do not add delay.
18015794	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18015980	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.

18016015	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
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	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18016185	Birmingham City Council	Environmental Services & Public F	26/06/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18016198	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18016323	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Loss of service,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee
18016442	Birmingham City Council	Environmental Services & Public F	25/07/2019	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council has agreed to review the way it considers and responds to refuse complaints to ensure that its responses address the specific issues raised. The Council has agreed to carry out a 'lessons learned' review to analyse and understand what went wrong with the planning and implementation of the changes to its waste collections. It should also assess whether any of those issues are still outstanding. This review should be reported to, and considered by, the relevant overview and scrutiny committee.
18016590	Birmingham City Council	Education & Childrens Services	15/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	The Council has undertaken a review of any Post-19 pupils awarded travel assistance prior to the new process and policy.
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 take action to ensure that in future revenue's officers properly consider the need for reasonable adjustments when dealing with the public. The Council should also take action to ensure officers properly consider if a debtor is vulnerable.
18017302	Birmingham City Council	Environmental Services & Public F	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 agreed to circulate a reminder to all resource panel members who write notes, and the staff members who then use those notes to write decision letters, of the need to use suitable language and give as much explanation as necessary to avoid causing unnecessary offence.
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	<ul style="list-style-type: none"> • The Council will review it's procedures regarding housing benefit claims.
18017704	Birmingham City Council	Environmental Services & Public F	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 F	12/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	

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	The Council has agreed to review how it provides education of those who, under section 19, are unable to attend for reasons other than illness or are unable to provide the required specialist medical evidence. It should consider whether further procurement is needed to allow more than one set of provision to offer education to such children to bridge the gap in its services. The Council has agreed to seek to make agreements with all schools and academies in its area as to how and when the schools will notify the Council of any pupil who fails to attend school regularly or without permission for a continuous period of 10 days or more. The Council has agreed to finalise its new policy which makes provision for children to receive an education under the section 19 duty where they are unable to attend mainstream due to illness or for other reasons.
18018197	Birmingham City Council	Highways & Transport	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018259	Birmingham City Council	Housing	08/04/2019	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,Financial 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 F	17/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018646	Birmingham City Council	Environmental Services & Public F	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	The Council will update its discretionary housing payments to ensure it gives those requesting a review prompt, clear information about when it will complete a review. The review will also consider it gives clear information about the reasons for refusing to award a payment in response to reviews. It will also ensure the Council properly considers making reasonable adjustments to how it corresponds.
18018732	Birmingham City Council	Environmental Services & Public F	19/07/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service	
18018735	Birmingham City Council	Environmental Services & Public F	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 F	24/04/2019	Closed after initial enquiries	Not warranted by alleged injustice		
18019022	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019040	Birmingham City Council	Environmental Services & Public F	02/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

18019069	Birmingham City Council	Benefits & Tax	16/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019131	Birmingham City Council	Environmental Services & Public F	07/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
18019187	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Sec 26(7) - all or most		
18019199	Birmingham City Council	Adult Care Services	13/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019201	Birmingham City Council	Environmental Services & Public F	25/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019234	Birmingham City Council	Environmental Services & Public F	29/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019263	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019520	Birmingham City Council	Benefits & Tax	09/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019586	Birmingham City Council	Housing	23/12/2019	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Procedure or policy change/review	Tthe Council will establish written procedures for officers on the protection of homeless applicants' property.
18019669	Birmingham City Council	Environmental Services & Public F	02/08/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
18019697	Birmingham City Council	Highways & Transport	01/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019729	Birmingham City Council	Education & Childrens Services	03/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
18019736	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019763	Birmingham City Council	Benefits & Tax	13/05/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18019818	Birmingham City Council	Environmental Services & Public F	02/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019863	Birmingham City Council	Corporate & Other Services	16/05/2019	Closed after initial enquiries	26B(2) not made in 12 months		
18019965	Birmingham City Council	Education & Childrens Services	10/05/2019	Closed after initial enquiries	Sch 5.5 internal man schools		
19000048	Birmingham City Council	Environmental Services & Public F	21/08/2019	Not Upheld	no mal		
19000066	Birmingham City Council	Environmental Services & Public F	14/08/2019	Upheld	mal & inj	Apology,Financial redress: Loss of service,Other Remedy	
19000120	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000123	Birmingham City Council	Corporate & Other Services	13/05/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19000128	Birmingham City Council	Benefits & Tax	03/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000267	Birmingham City Council	Environmental Services & Public F	30/04/2019	Closed after initial enquiries	Sec 26(7) - all or most		
19000296	Birmingham City Council	Environmental Services & Public F	28/05/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000318	Birmingham City Council	Planning & Development	12/11/2019	Not Upheld	no mal		
19000354	Birmingham City Council	Null	05/04/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19000435	Birmingham City Council	Housing	08/04/2019	Advice given	Signpost - go to complaint handling		
19000457	Birmingham City Council	Education & Childrens Services	08/04/2019	Referred back for local resolution	Premature Decision - advice given		
19000513	Birmingham City Council	Adult Care Services	15/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000542	Birmingham City Council	Environmental Services & Public F	15/05/2019	Closed after initial enquiries	At request of complainant		
19000567	Birmingham City Council	Environmental Services & Public F	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000636	Birmingham City Council	Benefits & Tax	18/04/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000711	Birmingham City Council	Environmental Services & Public F	24/05/2019	Referred back for local resolution	Premature Decision - advised		
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: Avoidable distress/time and trouble	The Council has advised relevant members of staff about the process and will also provide training The Council has revised its appeal process to include inviting appellants to the appeal hearing at stage two.
19000775	Birmingham City Council	Environmental Services & Public F	04/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000860	Birmingham City Council	Environmental Services & Public F	24/05/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19000865	Birmingham City Council	Housing	29/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Reassessment,Procedure or policy change/review	The Council will send the Ombudsman a specimen copy of the Personalised Housing Plan (PHP) currently in use and evidence to demonstrate officers are complying with the legal duty to include steps the Council will take in PHPs.
19000989	Birmingham City Council	Benefits & Tax	29/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19000998	Birmingham City Council	Education & Childrens Services	28/05/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19001132	Birmingham City Council	Highways & Transport	03/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19001150	Birmingham City Council	Benefits & Tax	07/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
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/invalid	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/invalid	Insufficient information to proceed and PA advised		
19001312	Birmingham City Council	Corporate & Other Services	12/08/2019	Not Upheld	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	Closed after initial enquiries	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	Incomplete/invalid	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	Closed after initial enquiries	26(6)(a) tribunal HB		
19001884	Birmingham City Council	Education & Childrens Services	30/09/2019	Not Upheld	no mal		
19001951	Birmingham City Council	Highways & Transport	02/01/2020	Not Upheld	no mal		
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	Incomplete/invalid	Insufficient information to proceed and PA advised		

19002055	Birmingham City Council	Environmental Services & Public F	03/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19002096	Birmingham City Council	Environmental Services & Public F	11/10/2019	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	30/09/2019	Not Upheld	no mal		
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	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	11/10/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
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	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	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	Not warranted by alleged mal/service failure		
19002833	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology	
19002868	Birmingham City Council	Adult Care Services	23/05/2019	Incomplete/invalid	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	

19003113	Birmingham City Council	Environmental Services & Public F	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003132	Birmingham City Council	Environmental Services & Public F	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003138	Birmingham City Council	Environmental Services & Public F	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003222	Birmingham City Council	Benefits & Tax	28/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003251	Birmingham City Council	Benefits & Tax	25/09/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19003252	Birmingham City Council	Environmental Services & Public F	29/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003269	Birmingham City Council	Benefits & Tax	16/10/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19003323	Birmingham City Council	Benefits & Tax	23/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003328	Birmingham City Council	Environmental Services & Public F	26/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003392	Birmingham City Council	Education & Childrens Services	19/07/2019	Closed after initial enquiries	Sch 5.4 personnel		
19003428	Birmingham City Council	Education & Childrens Services	31/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003513	Birmingham City Council	Highways & Transport	19/07/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003634	Birmingham City Council	Other	05/06/2019	Advice given	Signpost - go to complaint handling		
19003814	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003823	Birmingham City Council	Environmental Services & Public F	07/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble.Other Remedy	
19003839	Birmingham City Council	Environmental Services & Public F	10/06/2019	Referred back for local resolution	Premature Decision - advice given		
19003841	Birmingham City Council	Environmental Services & Public F	08/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003861	Birmingham City Council	Adult Care Services	10/06/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19003887	Birmingham City Council	Planning & Development	20/12/2019	Not Upheld	no mal		
19003904	Birmingham City Council	Housing	12/08/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003962	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19003993	Birmingham City Council	Housing	29/07/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19004076	Birmingham City Council	Housing	25/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19004079	Birmingham City Council	Education & Childrens Services	25/07/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19004130	Birmingham City Council	Benefits & Tax	05/08/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19004217	Birmingham City Council	Highways & Transport	14/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004245	Birmingham City Council	Adult Care Services	02/01/2020	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Other Remedy	The Council has agreed to review if there have been any similar cases in the last 12 months, where a person was eligible to temporarily stay in a care home for free in an Enhanced Assessment Bed (EAB), but was charged because there were no free ESA beds available at the time.
19004252	Birmingham City Council	Environmental Services & Public F	18/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004346	Birmingham City Council	Education & Childrens Services	17/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004439	Birmingham City Council	Environmental Services & Public F	20/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004456	Birmingham City Council	Environmental Services & Public F	14/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004467	Birmingham City Council	Environmental Services & Public F	18/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004476	Birmingham City Council	Other	18/06/2019	Advice given	Signpost - go to complaint handling		
19004478	Birmingham City Council	Environmental Services & Public F	08/08/2019	Closed after initial enquiries	26(6)(c) Court remedy		
19004519	Birmingham City Council	Education & Childrens Services	19/06/2019	Referred back for local resolution	Premature Decision - advice given		
19004634	Birmingham City Council	Benefits & Tax	14/08/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
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 initial enquiries	Not warranted by alleged mal/service failure		
19004836	Birmingham City Council	Environmental Services & Public F	22/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004890	Birmingham City Council	Housing	10/03/2020	Not Upheld	no mal		
19004927	Birmingham City Council	Education & Childrens Services	21/08/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19004932	Birmingham City Council	Environmental Services & Public F	25/11/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19004978	Birmingham City Council	Highways & Transport	27/06/2019	Referred back for local resolution	Premature Decision - advice given		

19004998	Birmingham City Council	Housing	20/08/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19005000	Birmingham City Council	Benefits & Tax	12/08/2019	Advice given	Body not in jurisdiction		
19005022	Birmingham City Council	Benefits & Tax	12/09/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19005045	Birmingham City Council	Environmental Services & Public Protection	06/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19005062	Birmingham City Council	Environmental Services & Public Protection	26/06/2019	Referred back for local resolution	Premature Decision - advice given		
19005068	Birmingham City Council	Null	26/06/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19005126	Birmingham City Council	Environmental Services & Public Protection	03/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005128	Birmingham City Council	Education & Childrens Services	09/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19005193	Birmingham City Council	Environmental Services & Public Protection	06/09/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19005221	Birmingham City Council	Environmental Services & Public Protection	24/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19005268	Birmingham City Council	Environmental Services & Public Protection	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005394	Birmingham City Council	Adult Care Services	22/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19005502	Birmingham City Council	Environmental Services & Public Protection	03/07/2019	Referred back for local resolution	Premature Decision - advice given		
19005591	Birmingham City Council	Education & Childrens Services	14/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19005599	Birmingham City Council	Environmental Services & Public Protection	19/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19005609	Birmingham City Council	Environmental Services & Public Protection	02/12/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	
19005662	Birmingham City Council	Environmental Services & Public Protection	03/02/2020	Not Upheld	no mal		
19005715	Birmingham City Council	Education & Childrens Services	29/10/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19005757	Birmingham City Council	Housing	10/12/2019	Not Upheld	no mal		
19005833	Birmingham City Council	Housing	27/03/2020	Upheld	mal & inj - no further action, BinJ already remedied		
19005835	Birmingham City Council	Environmental Services & Public Protection	08/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006167	Birmingham City Council	Environmental Services & Public Protection	06/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Other Remedy	

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 F	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 F	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	Closed after initial enquiries	Not warranted by alleged injustice		
19006698	Birmingham City Council	Environmental Services & Public F	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 F	25/09/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19006819	Birmingham City Council	Environmental Services & Public F	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	Incomplete/invalid	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 F	25/07/2019	Referred back for local resolution	Premature Decision - advice given		
19006920	Birmingham City Council	Benefits & Tax	21/02/2020	Not Upheld	no mal		
19006954	Birmingham City Council	Environmental Services & Public F	26/09/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19006964	Birmingham City Council	Environmental Services & Public F	09/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	

19007004	Birmingham City Council	Environmental Services & Public F	26/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007037	Birmingham City Council	Housing	26/07/2019	Advice given	Signpost - go to complaint handling		
19007093	Birmingham City Council	Benefits & Tax	30/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007126	Birmingham City Council	Environmental Services & Public F	30/07/2019	Referred back for local resolution	Premature Decision - advice given		
19007148	Birmingham City Council	Education & Childrens Services	15/11/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007188	Birmingham City Council	Null	31/07/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007375	Birmingham City Council	Highways & Transport	28/11/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19007423	Birmingham City Council	Environmental Services & Public F	02/08/2019	Referred back for local resolution	Premature Decision - advice given		
19007455	Birmingham City Council	Environmental Services & Public F	05/08/2019	Referred back for local resolution	Premature Decision - advice given		
19007494	Birmingham City Council	Environmental Services & Public F	24/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007592	Birmingham City Council	Null	07/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19007703	Birmingham City Council	Environmental Services & Public F	07/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007793	Birmingham City Council	Environmental Services & Public F	07/10/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19007844	Birmingham City Council	Adult Care Services	19/11/2019	Upheld	mal & inj	Apology	
19007848	Birmingham City Council	Environmental Services & Public F	28/01/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007894	Birmingham City Council	Environmental Services & Public F	07/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19007935	Birmingham City Council	Housing	01/10/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19007942	Birmingham City Council	Education & Childrens Services	10/10/2019	Closed after initial enquiries	26B(2) not made in 12 months		
19007984	Birmingham City Council	Benefits & Tax	05/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007985	Birmingham City Council	Housing	20/09/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19007986	Birmingham City Council	Corporate & Other Services	17/10/2019	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19008066	Birmingham City Council	Housing	27/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008082	Birmingham City Council	Adult Care Services	14/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008294	Birmingham City Council	Environmental Services & Public P	16/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008352	Birmingham City Council	Adult Care Services	19/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008369	Birmingham City Council	Corporate & Other Services	04/09/2019	Closed after initial enquiries	Sch 5.4 personnel		
19008404	Birmingham City Council	Education & Childrens Services	18/10/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
19008414	Birmingham City Council	Housing	20/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008423	Birmingham City Council	Environmental Services & Public P	11/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008440	Birmingham City Council	Highways & Transport	17/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008441	Birmingham City Council	Planning & Development	08/10/2019	Advice given	Previously considered and decided		
19008456	Birmingham City Council	Corporate & Other Services	05/03/2020	Not Upheld	no mal		
19008458	Birmingham City Council	Highways & Transport	06/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008480	Birmingham City Council	Housing	21/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008527	Birmingham City Council	Education & Childrens Services	21/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008571	Birmingham City Council	Environmental Services & Public P	18/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008593	Birmingham City Council	Adult Care Services	15/10/2019	Incomplete/invalid	Consent - section 26A(1)(b)		
19008615	Birmingham City Council	Highways & Transport	22/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008660	Birmingham City Council	Benefits & Tax	22/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19008713	Birmingham City Council	Planning & Development	23/08/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19008740	Birmingham City Council	Highways & Transport	25/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008749	Birmingham City Council	Highways & Transport	24/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19008780	Birmingham City Council	Highways & Transport	27/08/2019	Referred back for local resolution	Premature Decision - advice given		
19008814	Birmingham City Council	Housing	28/09/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008823	Birmingham City Council	Environmental Services & Public F	23/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19008824	Birmingham City Council	Benefits & Tax	24/01/2020	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	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.
19008830	Birmingham City Council	Environmental Services & Public F	19/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008897	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19008917	Birmingham City Council	Planning & Development	24/10/2019	Closed after initial enquiries	26(6)(b) appeal to Minister		
19008957	Birmingham City Council	Planning & Development	20/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19008967	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19008993	Birmingham City Council	Highways & Transport	23/10/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19009100	Birmingham City Council	Environmental Services & Public F	02/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009134	Birmingham City Council	Environmental Services & Public F	02/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009138	Birmingham City Council	Benefits & Tax	25/10/2019	Closed after initial enquiries	26(6)(a) tribunal HB		
19009163	Birmingham City Council	Benefits & Tax	16/12/2019	Closed after initial enquiries	26(6)(a) tribunal Other		
19009170	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009205	Birmingham City Council	Education & Childrens Services	18/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009217	Birmingham City Council	Environmental Services & Public F	03/09/2019	Referred back for local resolution	Premature Decision - advice given		
19009270	Birmingham City Council	Environmental Services & Public F	18/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19009271	Birmingham City Council	Environmental Services & Public F	04/09/2019	Referred back for local resolution	Premature Decision - advice given		

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 F	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 F	09/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19009719	Birmingham City Council	Adult Care Services	09/03/2020	Not Upheld	no mal		
19009784	Birmingham City Council	Environmental Services & Public F	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 F	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 F	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		

19010052	Birmingham City Council	Environmental Services & Public F	06/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010053	Birmingham City Council	Housing	16/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010235	Birmingham City Council	Highways & Transport	18/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010298	Birmingham City Council	Education & Childrens Services	18/09/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19010331	Birmingham City Council	Environmental Services & Public F	18/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010415	Birmingham City Council	Education & Childrens Services	20/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010423	Birmingham City Council	Environmental Services & Public F	10/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010467	Birmingham City Council	Education & Childrens Services	10/11/2019	Closed after initial enquiries	Other Agency better placed		
19010509	Birmingham City Council	Environmental Services & Public F	23/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010586	Birmingham City Council	Benefits & Tax	24/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010603	Birmingham City Council	Environmental Services & Public F	18/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010642	Birmingham City Council	Education & Childrens Services	24/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010670	Birmingham City Council	Housing	26/09/2019	Advice given	Signpost - go to complaint handling		
19010675	Birmingham City Council	Environmental Services & Public F	27/11/2019	Upheld	Injustice remedied during BinJ complaint processes		
19010753	Birmingham City Council	Housing	25/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010776	Birmingham City Council	Environmental Services & Public F	05/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19010791	Birmingham City Council	Environmental Services & Public F	24/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010792	Birmingham City Council	Housing	26/09/2019	Advice given	Signpost - go to complaint handling		
19010815	Birmingham City Council	Environmental Services & Public F	23/03/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble	
19010827	Birmingham City Council	Highways & Transport	27/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010951	Birmingham City Council	Benefits & Tax	18/11/2019	Closed after initial enquiries	26(6)(a) tribunal Other		

19010962	Birmingham City Council	Education & Childrens Services	30/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010993	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011083	Birmingham City Council	Environmental Services & Public F	01/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011119	Birmingham City Council	Benefits & Tax	27/11/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19011273	Birmingham City Council	Benefits & Tax	28/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011317	Birmingham City Council	Environmental Services & Public F	20/02/2020	Not Upheld	no mal		
19011345	Birmingham City Council	Environmental Services & Public F	30/03/2020	Not Upheld	no mal		
19011441	Birmingham City Council	Environmental Services & Public F	06/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011447	Birmingham City Council	Benefits & Tax	08/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011511	Birmingham City Council	Education & Childrens Services	08/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011538	Birmingham City Council	Education & Childrens Services	11/10/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011570	Birmingham City Council	Planning & Development	30/03/2020	Not Upheld	no mal		
19011577	Birmingham City Council	Housing	11/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011612	Birmingham City Council	Null	09/10/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19011625	Birmingham City Council	Benefits & Tax	09/10/2019	Referred back for local resolution	Premature Decision - advice given		
19011651	Birmingham City Council	Education & Childrens Services	02/12/2019	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
19011778	Birmingham City Council	Null	14/10/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19011793	Birmingham City Council	Education & Childrens Services	17/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011794	Birmingham City Council	Housing	01/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19011997	Birmingham City Council	Corporate & Other Services	24/12/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19012094	Birmingham City Council	Environmental Services & Public F	20/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
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/invalid	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/invalid	Person affected asks not to proceed		
19012324	Birmingham City Council	Housing	22/10/2019	Referred back for local resolution	Premature Decision - advice given		
19012358	Birmingham City Council	Education & Childrens Services	22/10/2019	Referred back for local resolution	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	Closed after initial enquiries	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	Closed after initial enquiries	Other reason not to investigate		
19012760	Birmingham City Council	Benefits & Tax	07/01/2020	Closed after initial enquiries	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		

19013497	Birmingham City Council	Highways & Transport	08/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013768	Birmingham City Council	Environmental Services & Public F	13/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013783	Birmingham City Council	Education & Childrens Services	13/11/2019	Referred back for local resolution	Premature Decision - advice given		
19013822	Birmingham City Council	Corporate & Other Services	22/11/2019	Advice given	Previously considered and decided		
19013847	Birmingham City Council	Highways & Transport	13/12/2019	Closed after initial enquiries	Not warranted by alleged injustice		
19013865	Birmingham City Council	Highways & Transport	23/01/2020	Closed after initial enquiries	26B(2) not made in 12 months		
19013874	Birmingham City Council	Planning & Development	22/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19013875	Birmingham City Council	Housing	14/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014021	Birmingham City Council	Housing	15/11/2019	Advice given	Signpost - go to complaint handling		
19014038	Birmingham City Council	Housing	18/11/2019	Advice given	Signpost - go to complaint handling		
19014044	Birmingham City Council	Highways & Transport	06/01/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19014070	Birmingham City Council	Environmental Services & Public F	03/02/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19014083	Birmingham City Council	Benefits & Tax	18/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014186	Birmingham City Council	Housing	19/11/2019	Advice given	Signpost - go to complaint handling		
19014227	Birmingham City Council	Highways & Transport	10/01/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19014421	Birmingham City Council	Environmental Services & Public F	22/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014492	Birmingham City Council	Benefits & Tax	15/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19014496	Birmingham City Council	Benefits & Tax	25/11/2019	Referred back for local resolution	Premature Decision - advice given		
19014610	Birmingham City Council	Highways & Transport	03/02/2020	Closed after initial enquiries	Other Agency better placed		
19014731	Birmingham City Council	Education & Childrens Services	01/02/2020	Closed after initial enquiries	Sch 5.1 court proceedings		
19014743	Birmingham City Council	Null	27/11/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		

19014835	Birmingham City Council	Adult Care Services	28/11/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19015059	Birmingham City Council	Environmental Services & Public F	03/12/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19015146	Birmingham City Council	Benefits & Tax	03/03/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015150	Birmingham City Council	Planning & Development	04/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015190	Birmingham City Council	Benefits & Tax	02/02/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015196	Birmingham City Council	Environmental Services & Public F	02/01/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19015268	Birmingham City Council	Other	05/12/2019	Advice given	Signpost - go to complaint handling		
19015295	Birmingham City Council	Corporate & Other Services	10/12/2019	Closed after initial enquiries	Sch 5.4 personnel		
19015326	Birmingham City Council	Benefits & Tax	08/02/2020	Closed after initial enquiries	26(6)(a) tribunal Other		
19015477	Birmingham City Council	Housing	10/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015481	Birmingham City Council	Housing	10/12/2019	Incomplete/invalid	Insufficient information to proceed and PA advised		
19015746	Birmingham City Council	Housing	16/12/2019	Advice given	Signpost - go to advice agency		
19015797	Birmingham City Council	Adult Care Services	20/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19015943	Birmingham City Council	Housing	19/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015945	Birmingham City Council	Benefits & Tax	18/12/2019	Referred back for local resolution	Premature Decision - advice given		
19015957	Birmingham City Council	Education & Childrens Services	18/12/2019	Referred back for local resolution	Premature Decision - advice given		
19016029	Birmingham City Council	Environmental Services & Public F	10/02/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19016044	Birmingham City Council	Environmental Services & Public F	15/01/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19016095	Birmingham City Council	Benefits & Tax	29/01/2020	Closed after initial enquiries	Not warranted by alleged injustice		
19016295	Birmingham City Council	Null	24/01/2020	Advice given	Signpost - go to complaint handling		
19016331	Birmingham City Council	Housing	02/01/2020	Advice given	Signpost - go to complaint handling		

19016367	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016373	Birmingham City Council	Benefits & Tax	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016396	Birmingham City Council	Education & Childrens Services	03/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016451	Birmingham City Council	Environmental Services & Public F	20/02/2020	Closed after initial enquiries	At request of complainant		
19016472	Birmingham City Council	Highways & Transport	10/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19016543	Birmingham City Council	Adult Care Services	06/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016550	Birmingham City Council	Corporate & Other Services	17/03/2020	Referred back for local resolution	Premature Decision - advised		
19016586	Birmingham City Council	Housing	07/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016686	Birmingham City Council	Corporate & Other Services	21/02/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19016697	Birmingham City Council	Environmental Services & Public F	08/01/2020	Referred back for local resolution	Premature Decision - advice given		
19016773	Birmingham City Council	Housing	08/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19016950	Birmingham City Council	Benefits & Tax	20/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017012	Birmingham City Council	Education & Childrens Services	13/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017051	Birmingham City Council	Education & Childrens Services	14/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017122	Birmingham City Council	Highways & Transport	15/01/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19017146	Birmingham City Council	Adult Care Services	15/01/2020	Referred back for local resolution	Premature Decision - advice given		
19017170	Birmingham City Council	Environmental Services & Public F	24/03/2020	Closed after initial enquiries	26(6)(c) Court remedy		
19017302	Birmingham City Council	Benefits & Tax	05/03/2020	Closed after initial enquiries	26(6)(a) tribunal Other		

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 enquiries	26(6)(c) Court remedy		
19017449	Birmingham City Council	Housing	13/03/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19017531	Birmingham City Council	Education & Childrens Services	21/01/2020	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	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19017583	Birmingham City Council	Highways & Transport	05/03/2020	Closed after initial enquiries	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 resolution	Premature Decision - referred to BinJ		
19017696	Birmingham City Council	Benefits & Tax	18/03/2020	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	Closed after initial enquiries	26B(2) not made in 12 months		
19018023	Birmingham City Council	Education & Childrens Services	28/01/2020	Incomplete/invalid	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 back for local resolution	Premature Decision - advice given		
19018414	Birmingham City Council	Environmental Services & Public F	21/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018427	Birmingham City Council	Education & Childrens Services	06/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19018487	Birmingham City Council	Environmental Services & Public F	04/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018514	Birmingham City Council	Environmental Services & Public F	25/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19018518	Birmingham City Council	Highways & Transport	20/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19018571	Birmingham City Council	Environmental Services & Public F	05/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018573	Birmingham City Council	Education & Childrens Services	05/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018642	Birmingham City Council	Environmental Services & Public F	20/03/2020	Closed after initial enquiries	Sch 5.1 court proceedings		
19018730	Birmingham City Council	Education & Childrens Services	29/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018736	Birmingham City Council	Housing	20/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19018769	Birmingham City Council	Environmental Services & Public F	10/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018830	Birmingham City Council	Environmental Services & Public F	10/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018836	Birmingham City Council	Environmental Services & Public F	10/02/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19018879	Birmingham City Council	Benefits & Tax	11/02/2020	Referred back for local resolution	Premature Decision - advice given		
19018923	Birmingham City Council	Housing	26/02/2020	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19018925	Birmingham City Council	Null	11/02/2020	Advice given	Signpost - go to complaint handling		
19019114	Birmingham City Council	Benefits & Tax	13/02/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19019119	Birmingham City Council	Environmental Services & Public F	13/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019123	Birmingham City Council	Planning & Development	23/03/2020	Closed after initial enquiries	26(6)(b) appeal to Minister		

19019343	Birmingham City Council	Environmental Services & Public F	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019360	Birmingham City Council	Benefits & Tax	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019367	Birmingham City Council	Benefits & Tax	18/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019383	Birmingham City Council	Housing	18/02/2020	Advice given	Signpost - go to complaint handling		
19019555	Birmingham City Council	Housing	27/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019652	Birmingham City Council	Housing	21/02/2020	Advice given	Signpost - go to complaint handling		
19019724	Birmingham City Council	Environmental Services & Public F	24/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019743	Birmingham City Council	Housing	24/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019766	Birmingham City Council	Planning & Development	27/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19019776	Birmingham City Council	Housing	02/03/2020	Referred back for local resolution	Premature Decision - advice given		
19019809	Birmingham City Council	Benefits & Tax	25/02/2020	Referred back for local resolution	Premature Decision - advice given		
19019964	Birmingham City Council	Environmental Services & Public F	26/02/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19019984	Birmingham City Council	Benefits & Tax	03/03/2020	Referred back for local resolution	Premature Decision - advice given		
19019986	Birmingham City Council	Environmental Services & Public F	31/03/2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
19020053	Birmingham City Council	Housing	27/02/2020	Advice given	Signpost - go to complaint handling		
19020098	Birmingham City Council	Education & Childrens Services	28/02/2020	Referred back for local resolution	Premature Decision - advice given		
19020174	Birmingham City Council	Benefits & Tax	12/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19020201	Birmingham City Council	Adult Care Services	02/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020216	Birmingham City Council	Housing	03/03/2020	Advice given	Signpost - go to complaint handling		
19020295	Birmingham City Council	Housing	03/03/2020	Advice given	Signpost - go to complaint handling		

19020326	Birmingham City Council	Highways & Transport	30/03/2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19020397	Birmingham City Council	Housing	31/03/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19020470	Birmingham City Council	Housing	05/03/2020	Advice given	Signpost - go to complaint handling		
19020484	Birmingham City Council	Education & Childrens Services	05/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020678	Birmingham City Council	Housing	09/03/2020	Referred back for local resolution	Premature Decision - advice given		
19020751	Birmingham City Council	Null	10/03/2020	Advice given	Signpost - go to complaint handling		
19020759	Birmingham City Council	Adult Care Services	10/03/2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19020845	Birmingham City Council	Housing	11/03/2020	Advice given	Signpost - go to complaint handling		
19020849	Birmingham City Council	Benefits & Tax	12/03/2020	Referred back for local resolution	Premature Decision - advice given		
19021069	Birmingham City Council	Highways & Transport	16/03/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		
19021091	Birmingham City Council	Benefits & Tax	16/03/2020	Referred back for local resolution	Premature Decision - advice given		
19021104	Birmingham City Council	Null	16/03/2020	Incomplete/invalid	Insufficient information to proceed and PA advised		

Birmingham City Council Compliance with LGSCO recommendations

Reference	Authority	Category	Decided	Remedy	Remedy Target	Remedy Achieved Date	Satisfaction with Compliance
17007333	Birmingham City Council	Benefits & Tax	12-Mar-19	Financial redress: Avoidable distress/time and trouble	12-Apr-19	09-Apr-19	Remedy complete and satisfied
17014963	Birmingham City Council	Housing	01-Mar-19	Apology Financial redress: Avoidable distress/time and trouble	12-Jun-19	03-Jun-19	Remedy complete and satisfied
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	Remedy complete and satisfied
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	Remedy complete and satisfied
17018151	Birmingham City Council	Adult Care Services	24-Jun-19	Procedure or policy change/review Apology	22-Jul-19	17-Jul-19	Remedy complete and satisfied
17018314	Birmingham City Council	Adult Care Services	29-Mar-19	Apology Procedure or policy change/review	06-Sep-19	04-Sep-19	Remedy complete and satisfied
17019347	Birmingham City Council	Planning & Development	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	Remedy completed late
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	Remedy completed late
18001013	Birmingham City Council	Environmental Services & Public Health	18-Jan-19	Financial redress: Avoidable distress/time and trouble Other Remedy	18-Apr-19	09-Sep-19	Remedy completed late
18001117	Birmingham City Council	Education & Childrens Services	21-May-19	Apology Provide information/advice	18-Jun-19	22-May-19	Remedy complete and satisfied
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	Remedy completed late
18004856	Birmingham City Council	Adult Care Services	28-Feb-19	Apology Financial redress: Avoidable distress/time and trouble	28-Aug-19	13-Aug-19	Remedy complete and satisfied
18004979	Birmingham City Council	Environmental Services & Public Health	20-Dec-18	Apology Procedure or policy change/review	01-Aug-19	03-Sep-19	Remedy complete and satisfied
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	Remedy complete and satisfied
18006021	Birmingham City Council	Environmental Services & Public Health	09-Nov-18	Provide services	01-Jul-19	21-May-19	Remedy complete and satisfied
18006045	Birmingham City Council	Environmental Services & Public Health	26-Jun-19	Apology Financial redress: Loss of service Other Remedy	26-Nov-19	21-Nov-19	Remedy complete and satisfied
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	Remedy complete and satisfied
18007056	Birmingham City Council	Planning & Development	21-Feb-19	Apology Provide information/advice	22-May-19	05-Sep-19	Remedy completed late
18007952	Birmingham City Council	Housing	26-Mar-19	Apology New appeal/review or reconsidered decision	07-May-19	10-Jun-19	Remedy complete and satisfied

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

18013557	Birmingham City Council	Benefits & Tax	26-Jul-19	Apology Financial redress: Avoidable distress/time and trouble	23-Aug-19	12-Aug-19	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 Health	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 Health	25-Jul-19	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 Health	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 Health	25-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 Health	25-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 Health	25-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 Health	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 Health	25-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 Health	26-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 Health	25-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 Health	25-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 Health	25-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 Financial redress: Avoidable distress/time and trouble Other Remedy	06-Dec-19	02-Dec-19	Remedy complete and satisfied
18017479	Birmingham City Council	Adult Care Services	11-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	09-Oct-19	20-Sep-19	Remedy complete and satisfied
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	Remedy complete and satisfied
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	Remedy complete and satisfied
18017737	Birmingham City Council	Benefits & Tax	28-May-19	Financial Redress: Quantifiable Loss	28-Jun-19	18-Jun-19	Remedy complete and satisfied
18017756	Birmingham City Council	Environmental Services & Public	12-Jul-19	Apology Financial redress: Loss of service Other Remedy	14-Oct-19	03-Oct-19	Remedy complete and satisfied
18017976	Birmingham City Council	Housing	17-Jul-19	Financial redress: Avoidable distress/time and trouble Provide information/advice	11-Sep-19	01-Aug-19	Remedy complete and satisfied
18018287	Birmingham City Council	Benefits & Tax	12-Nov-19	New appeal/review or reconsidered decision	12-Nov-19	12-Nov-19	Remedy complete and satisfied
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	Remedy not complete but satisfied
18018646	Birmingham City Council	Environmental Services & Public	17-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	26-Jul-19	Remedy complete and satisfied
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	Remedy completed late
18018732	Birmingham City Council	Environmental Services & Public	19-Jul-19	Apology Financial redress: Loss of service	19-Aug-19	29-Jul-19	Remedy complete and satisfied
18018735	Birmingham City Council	Environmental Services & Public	06-Aug-19	Apology	06-Sep-19	08-Aug-19	Remedy complete and satisfied
18019131	Birmingham City Council	Environmental Services & Public	07-Oct-19	Apology Financial redress: Avoidable distress/time and trouble	07-Nov-19	23-Oct-19	Remedy complete and satisfied
18019669	Birmingham City Council	Environmental Services & Public	02-Aug-19	Apology Financial redress: Loss of service Other Remedy	28-Oct-19	17-Dec-19	Remedy completed late
19000066	Birmingham City Council	Environmental Services & Public	14-Aug-19	Apology Financial redress: Loss of service Other Remedy	11-Nov-19	23-Oct-19	Remedy complete and satisfied
19000748	Birmingham City Council	Education & Childrens Services	08-Jan-20	Financial redress: Avoidable distress/time and trouble	10-Feb-20	13-Jan-20	Remedy complete and satisfied
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	Remedy not complete but satisfied
19001200	Birmingham City Council	Environmental Services & Public	16-Oct-19	Apology Other Remedy	20-Jan-20	16-Jan-20	Remedy complete and satisfied

19001606	Birmingham City Council	Planning & Development	13-Dec-19	Apology	13-Jan-20	17-Dec-19	Remedy complete and satisfied
19001766	Birmingham City Council	Environmental Services & Public Health	27-Aug-19	Financial redress: Avoidable distress/time and trouble Provide services	27-Sep-19	30-Aug-19	Remedy complete and satisfied
19002096	Birmingham City Council	Environmental Services & Public Health	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	04-Dec-19	Remedy complete and satisfied
19002102	Birmingham City Council	Benefits & Tax	17-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	01-Oct-19	26-Sep-19	Remedy complete and satisfied
19002435	Birmingham City Council	Environmental Services & Public Health	11-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	06-Jan-20	10-Dec-19	Remedy complete and satisfied
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	Remedy completed late
19002551	Birmingham City Council	Environmental Services & Public Health	26-Sep-19	Apology Financial redress: Avoidable distress/time and trouble	28-Oct-19	23-Oct-19	Remedy complete and satisfied
19002667	Birmingham City Council	Environmental Services & Public Health	14-Oct-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	09-Jan-20	20-Dec-19	Remedy complete and satisfied
19002833	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology	09-Dec-19	25-Nov-19	Remedy complete and satisfied
19003085	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	21-Nov-19	Remedy complete and satisfied
19003138	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19003251	Birmingham City Council	Benefits & Tax	25-Sep-19	Financial redress: Avoidable distress/time and trouble	25-Oct-19	18-Oct-19	Remedy complete and satisfied
19003269	Birmingham City Council	Benefits & Tax	16-Oct-19	Financial redress: Avoidable distress/time and trouble	13-Nov-19	23-Oct-19	Remedy complete and satisfied
19003814	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19003823	Birmingham City Council	Environmental Services & Public Health	07-Nov-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	02-Mar-20	10-Mar-20	Remedy complete and satisfied
19003841	Birmingham City Council	Environmental Services & Public Health	08-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	09-Dec-19	26-Nov-19	Remedy complete and satisfied
19003962	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19004252	Birmingham City Council	Environmental Services & Public Health	18-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	18-Dec-19	22-Nov-19	Remedy complete and satisfied

19004439	Birmingham City Council	Environmental Services & Public Health	20-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	20-Jan-20	13-Jan-20	Remedy complete and satisfied
19004456	Birmingham City Council	Environmental Services & Public Health	14-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	16-Dec-19	21-Nov-19	Remedy complete and satisfied
19004836	Birmingham City Council	Environmental Services & Public Health	22-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	23-Dec-19	26-Nov-19	Remedy complete and satisfied
19004932	Birmingham City Council	Environmental Services & Public Health	25-Nov-19	Apology Financial redress: Avoidable distress/time and trouble	02-Jan-20	26-Nov-19	Remedy complete and satisfied
19005126	Birmingham City Council	Environmental Services & Public Health	03-Dec-19	Apology Financial redress: Avoidable distress/time and trouble	10-Jan-20	27-Dec-19	Remedy complete and satisfied
19005268	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19005394	Birmingham City Council	Adult Care Services	22-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	19-Feb-20	04-Feb-20	Remedy complete and satisfied
19005609	Birmingham City Council	Environmental Services & Public Health	02-Dec-19	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	13-Feb-20	Remedy complete and satisfied
19006167	Birmingham City Council	Environmental Services & Public Health	06-Jan-20	Apology Financial redress: Avoidable distress/time and trouble Other Remedy	12-Feb-20	12-Feb-20	Remedy complete and satisfied
19006698	Birmingham City Council	Environmental Services & Public Health	09-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	Remedy complete and satisfied
19006964	Birmingham City Council	Environmental Services & Public Health	09-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	10-Feb-20	17-Jan-20	Remedy complete and satisfied
19007494	Birmingham City Council	Environmental Services & Public Health	24-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	24-Feb-20	05-Feb-20	Remedy complete and satisfied
19007844	Birmingham City Council	Adult Care Services	19-Nov-19	Apology	17-Dec-19	05-Dec-19	Remedy complete and satisfied
19007848	Birmingham City Council	Environmental Services & Public Health	28-Jan-20	Apology Financial redress: Avoidable distress/time and trouble	28-Feb-20	05-Feb-20	Remedy complete and satisfied
19007894	Birmingham City Council	Environmental Services & Public Health	07-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	09-Mar-20	28-Feb-20	Remedy complete and satisfied
19008423	Birmingham City Council	Environmental Services & Public Health	11-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	11-Mar-20	28-Feb-20	Remedy complete and satisfied
19008571	Birmingham City Council	Environmental Services & Public Health	18-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	Remedy complete and satisfied
19009270	Birmingham City Council	Environmental Services & Public Health	18-Feb-20	Apology Financial redress: Avoidable distress/time and trouble	18-Mar-20	28-Feb-20	Remedy complete and satisfied

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