

Complaints decided by the Ombudsman

Reference	Authority	Category	Decided	Decision	Remedy
16001632	Watford Borough Council	Benefits & Tax	14/06/17	Upheld	New appeal/review
16018188	Watford Borough Council	Housing	11/07/17	Not Upheld	Null
17001446	Watford Borough Council	Highways & Transport	28/04/17	Referred back for local resolution	Null
17002209	Watford Borough Council	Environmental Services & Public Protection & Regulation	29/06/17	Closed after initial enquiries	Null
17003530	Watford Borough Council	Environmental Services & Public Protection & Regulation	24/07/17	Closed after initial enquiries	Null
17009515	Watford Borough Council	Benefits & Tax	04/10/17	Referred back for local resolution	Null
17009561	Watford Borough Council	Benefits & Tax	13/02/18	Upheld	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review
17010145	Watford Borough Council	Environmental Services & Public Protection & Regulation	19/10/17	Referred back for local resolution	Null
17012201	Watford Borough Council	Benefits & Tax	26/10/17	Referred back for local resolution	Null
17016517	Watford Borough Council	Benefits & Tax	26/02/18	Closed after initial enquiries	Null
17016580	Watford Borough Council	Highways & Transport	16/02/18	Referred back for local resolution	Null
17018140	Watford Borough Council	Housing	13/03/18	Incomplete/Invalid	Null
17018372	Watford Borough Council	Housing	22/02/18	Advice given	Null
17018385	Watford Borough Council	Housing	22/02/18	Incomplete/Invalid	Null
17019719	Watford Borough Council	Benefits & Tax	19/03/18	Referred back for local resolution	Null