

Reference	Authority	Category	Received
21001800	Watford Borough Council	Benefits & Tax	10/05/21
20010040	Watford Borough Council	Corporate & Other Services	28/06/21
21002487	Watford Borough Council	Environmental Services & Public Protection & Regulation	21/05/21
21004318	Watford Borough Council	Planning & Development	24/06/21
21005721	Watford Borough Council	Corporate & Other Services	20/07/21
21010861	Watford Borough Council	Planning & Development	02/02/22
21011540	Watford Borough Council	Environmental Services & Public Protection & Regulation	03/11/21
21012397	Watford Borough Council	Planning & Development	18/11/21
21012683	Watford Borough Council	Environmental Services & Public Protection & Regulation	02/12/21
21013248	Watford Borough Council	Housing	03/12/21
21015692	Watford Borough Council	Housing	26/01/22
21016585	Watford Borough Council	Environmental Services & Public Protection & Regulation	09/02/22
21018325	Watford Borough Council	Housing	17/03/22
21018513	Watford Borough Council	Housing	18/03/22
21018992	Watford Borough Council	Environmental Services & Public Protection & Regulation	29/03/22

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21001800	Watford Borough Council	Benefits & Tax	15/11/21	Upheld	mal & inj	distress/time and trouble	
20008429	Watford Borough Council	Highways & Transport	29/07/21	Not Upheld	no mal		
20010040	Watford Borough Council	Corporate & Other Services	19/08/21	Closed after initial enquiries	26B(2) not made in 12 months		
20011206	Watford Borough Council	Planning & Development	26/11/21	Not Upheld	no mal		
20011957	Watford Borough Council	Housing	29/10/21	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Apology,New appeal/review or reconsidered decision,Procedure or policy change/review	the Council has agreed to also make the following service improvement: review its guidance to staff about requesting advice from its Independent Medical Advisors.
20014545	Watford Borough Council	Corporate & Other Services	17/05/21	Closed after initial enquiries	Not warranted by alleged injustice		
21002487	Watford Borough Council	Environmental Services & Public Protection & Regulation	21/07/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21004318	Watford Borough Council	Planning & Development	10/08/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21005721	Watford Borough Council	Corporate & Other Services	03/09/21	Closed after initial enquiries	Other Agency better placed		
21010861	Watford Borough Council	Planning & Development	02/02/22	Referred back for local resolution	Premature Decision - referred to BinJ		
21011540	Watford Borough Council	Environmental Services & Public Protection & Regulation	03/11/21	Referred back for local resolution	Premature Decision - advice given		
21012397	Watford Borough Council	Planning & Development	07/01/22	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21013248	Watford Borough Council	Housing	03/12/21	Advice given	Signpost - go to complaint handling		
21015692	Watford Borough Council	Housing	26/01/22	Referred back for local resolution	Premature Decision - advice given		
21018513	Watford Borough Council	Housing	18/03/22	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
20011957	Watford Borough Council	Housing	28-Oct-21	Financial redress: Avoidable distress/time and trouble Apology New appeal/review or reconsidered decision Procedure or policy change/review	31-Jan-22	08-Feb-22	Remedy complete and satisfied
21001800	Watford Borough Council	Benefits & Tax	15-Nov-21	Financial redress: Avoidable distress/time and trouble	15-Dec-21	15-Dec-21	Remedy complete and satisfied