

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy
19006831	Spelthorne Borough Council	Corporate & Other Services	22 Jun 2020	Not Upheld	no maladministration	
19011449	Spelthorne Borough Council	Planning & Development	28 Oct 2020	Not Upheld	no maladministration	
19016359	Spelthorne Borough Council	Corporate & Other Services	28 Sep 2020	Upheld	maladministration and injustice	Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Apology
20001997	Spelthorne Borough Council	Housing	21 Jul 2020	Referred back for local resolution	Premature Decision - advice given	
20002044	Spelthorne Borough Council	Planning & Development	01 Sep 2020	Closed after initial enquiries	26B(2) complaint not made in 12 months	
20004284	Spelthorne Borough Council	Planning & Development	09 Oct 2020	Closed after initial enquiries	Not warranted by alleged maladministration/service failure	
20006297	Spelthorne Borough Council	Housing	14 Oct 2020	Referred back for local resolution	Premature Decision - advice given	
20006943	Spelthorne Borough Council	Environmental Services & Public Protection & Regulation	23 Oct 2020	Referred back for local resolution	Premature Decision - advice given	
20007754	Spelthorne Borough Council	Corporate & Other Services	05 Jan 2021	Closed after initial enquiries	Other Agency better placed to respond	
20012862	Spelthorne Borough Council	Corporate & Other Services	05 Mar 2021	Referred back for local resolution	Premature Decision - advice given	