

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement
20000905	Spelthorne Borough Council	Corporate & Other Services	22/04/21	Referred back for local resolution	Premature Decision - referred to BinJ		
20007341	Spelthorne Borough Council	Corporate & Other Services	14/04/21	Upheld	Maladministration and Injustice	Apology, Provide training and/or guidance	Remind staff not to raise expectations by promising to do something it has no intention of doing.
20013396	Spelthorne Borough Council	Corporate & Other Services	17/05/21	Closed after initial enquiries	Not warranted by alleged injustice		
21000967	Spelthorne Borough Council	Housing	06/05/21	Referred back for local resolution	Premature Decision - referred to BinJ		
21002008	Spelthorne Borough Council	Housing	27/07/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21004320	Spelthorne Borough Council	Corporate & Other Services	28/07/21	Closed after initial enquiries	Other Agency better placed		
21005959	Spelthorne Borough Council	Corporate & Other Services	29/09/21	Referred back for local resolution	Premature Decision - referred to BinJ		
21007351	Spelthorne Borough Council	Planning & Development	15/10/21	Closed after initial enquiries	Not warranted by alleged injustice		
21007861	Spelthorne Borough Council	Environmental Services & Public Protection & Regulation	31/08/21	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21008001	Spelthorne Borough Council	Planning & Development	02/09/21	Referred back for local resolution	Premature Decision - advice given		
21008333	Spelthorne Borough Council	Highways & Transport	24/09/21	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21010399	Spelthorne Borough Council	Housing	15/10/21	Referred back for local resolution	Premature Decision - advice given		
21014381	Spelthorne Borough Council	Housing	04/02/22	Closed after initial enquiries	26(6)(c) Court remedy		
21016887	Spelthorne Borough Council	Planning & Development	17/02/22	Referred back for local resolution	Premature Decision - advice given		
21018031	Spelthorne Borough Council	Planning & Development	09/03/22	Referred back for local resolution	Premature Decision - advice given		
21018821	Spelthorne Borough Council	Housing	25/03/22	Referred back for local resolution	Premature Decision - advice given		