

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
19000020	South Hams	Planning & Development	17 Apr 2020	Closed after initial enquiries	Not warranted by alleged injustice		
19009011	South Hams	Environmental Services & Public Protection & Regulation	11 Aug 2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council should continue with the implementation of a new procedure for dealing with waste bins not stored on the owners' property and inform the Ombudsman of the outcome. The Council should review its complaint handling procedure.
19013680	South Hams	Planning & Development	14 Jan 2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19017720	South Hams	Planning & Development	07 Aug 2020	Upheld	mal & inj	Apology,Provide training and/or guidance	Remind staff to respond to requests for information in a timely manner and to ensure target timescales for responding to complaints are met.
19020231	South Hams	Planning & Development	10 Dec 2020	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
20001940	South Hams	Benefits & Tax	28 Jul 2020	Referred back for local resolution	Premature Decision - advice given		
20002031	South Hams	Planning & Development	18 Sep 2020	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
20003895	South Hams	Planning & Development	06 Nov 2020	Closed after initial enquiries	26B(2) not made in 12 months		
20004117	South Hams	Planning & Development	15 Oct 2020	Closed after initial enquiries	Not warranted by alleged injustice		
20005530	South Hams	Planning & Development	29 Oct 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20005772	South Hams	Planning & Development	12 Nov 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20006268	South Hams	Housing	12 Oct 2020	Referred back for local resolution	Premature Decision - advice given		
20006501	South Hams	Planning & Development	21 Dec 2020	Closed after initial enquiries	26(6)(b) appeal to Minister		
20007848	South Hams	Environmental Services & Public Protection & Regulation	24 Feb 2021	Upheld	Injustice remedied during BinJ complaint processes		
20008043	South Hams	Planning & Development	20 Nov 2020	Referred back for local resolution	Premature Decision - advice given		
20010038	South Hams	Environmental Services & Public Protection & Regulation	05 Jan 2021	Referred back for local resolution	Premature Decision - advice given		
20010087	South Hams	Corporate & Other Services	10 Feb 2021	Referred back for local resolution	Premature Decision - referred to BinJ		
20011798	South Hams	Environmental Services & Public Protection & Regulation	05 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012059	South Hams	Planning & Development	10 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012125	South Hams	Environmental Services & Public Protection & Regulation	11 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012583	South Hams	Environmental Services & Public Protection & Regulation	22 Feb 2021	Referred back for local resolution	Premature Decision - advice given		