

Appendix A: Complaints Decided

Reference		Authority	Category	Decided	Decision	Decision Reason	Remedy
23007555		Uttlesford District Council	Planning & Development	15/08/24	Upheld	Fault and Injustice	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance,Procedure or policy change/review
23009117		Uttlesford District Council	Planning & Development	12/04/24	Not Upheld	No worthwhile outcome achievable by further investigation	
23015230		Uttlesford District Council	Corporate & Other Services	10/05/24	Upheld	Fault & injustice - no further action organisation already remedied	
23020703		Uttlesford District Council	Planning & Development	10/06/24	Closed after initial enquiries	Not warranted by alleged fault	
24000151		Uttlesford District Council	Environmental Services & Public Protection & Regulation	15/10/24	Upheld	Fault and Injustice	Apology,Financial redress: Avoidable distress/time and trouble
24002551		Uttlesford District Council	Planning & Development	02/07/24	Closed after initial enquiries	26B(2) not made in 12 months	
24003273		Uttlesford District Council	Environmental Services & Public Protection & Regulation	15/07/24	Closed after initial enquiries	Not warranted by alleged fault	
24003507	No match	Uttlesford District Council	Planning & Development	11/06/24	Referred back for local resolution	Premature Decision - advice given	
24003676		Uttlesford District Council	Planning & Development	17/07/24	Closed after initial enquiries	Not warranted by alleged injustice	
24003960		Uttlesford District Council	Corporate & Other Services	25/07/24	Closed after initial enquiries	S27 not by member of the public	
24004278	No match	Uttlesford District Council	Benefits & Tax	10/06/24	Referred back for local resolution	Premature Decision - advice given	
24005799		Uttlesford District Council	Corporate & Other Services	19/09/24	Closed after initial enquiries	Not warranted by alleged injustice	
24008185	No match	Uttlesford District Council	Environmental Services & Public Protection & Regulation	20/08/24	Referred back for local resolution	Premature Decision - advice given	
24018104		Uttlesford District Council	Planning & Development	24/03/25	Closed after initial enquiries	Not warranted by alleged injustice	
24019853	No match	Uttlesford District Council	Planning & Development	11/02/25	Referred back for local resolution	Premature Decision - advice given	
24020431	No match	Uttlesford District Council	Planning & Development	25/02/25	Referred back for local resolution	Premature Decision - advice given	
24022473	No match	Uttlesford District Council	Housing	24/03/25	Incomplete/Invalid	Insufficient information to proceed and PA advised	