

Reference	Authority	Category	Received
20000189	North Tyneside Metropolitan Borough Council	Education & Childrens Services	26 May 2020
20000438	North Tyneside Metropolitan Borough Council	Housing	10 Jul 2020
20001290	North Tyneside Metropolitan Borough Council	Education & Childrens Services	09 Jul 2020
20001434	North Tyneside Metropolitan Borough Council	Planning & Development	10 Jul 2020
20001472	North Tyneside Metropolitan Borough Council	Highways & Transport	13 Jul 2020
20002654	North Tyneside Metropolitan Borough Council	Adult Care Services	31 Jul 2020
20004055	North Tyneside Metropolitan Borough Council	Benefits & Tax	27 Aug 2020
20004297	North Tyneside Metropolitan Borough Council	Education & Childrens Services	02 Sep 2020
20004335	North Tyneside Metropolitan Borough Council	Education & Childrens Services	03 Sep 2020
20004592	North Tyneside Metropolitan Borough Council	Housing	08 Sep 2020
20004661	North Tyneside Metropolitan Borough Council	Education & Childrens Services	09 Sep 2020
20004880	North Tyneside Metropolitan Borough Council	Housing	15 Sep 2020
20005106	North Tyneside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	21 Sep 2020
20005473	North Tyneside Metropolitan Borough Council	Adult Care Services	28 Sep 2020
20006941	North Tyneside Metropolitan Borough Council	Planning & Development	23 Oct 2020
20007164	North Tyneside Metropolitan Borough Council	Planning & Development	19 Jan 2021
20008414	North Tyneside Metropolitan Borough Council	Planning & Development	23 Nov 2020
20010201	North Tyneside Metropolitan Borough Council	Housing	07 Jan 2021
20010676	North Tyneside Metropolitan Borough Council	Housing	14 Jan 2021
20012645	North Tyneside Metropolitan Borough Council	Education & Childrens Services	23 Feb 2021
20003696	North Tyneside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	09 Nov 2020
20008505	North Tyneside Metropolitan Borough Council	Benefits & Tax	27 Nov 2020
20008611	North Tyneside Metropolitan Borough Council	Housing	26 Nov 2020
20008931	North Tyneside Metropolitan Borough Council	Education & Childrens Services	05 Jan 2021
20010397	North Tyneside Metropolitan Borough Council	Education & Childrens Services	11 Jan 2021
20012507	North Tyneside Metropolitan Borough Council	Adult Care Services	31 Mar 2021
20012726	North Tyneside Metropolitan Borough Council	Planning & Development	24 Feb 2021
20013316	North Tyneside Metropolitan Borough Council	Education & Childrens Services	05 Mar 2021
20013627	North Tyneside Metropolitan Borough Council	Education & Childrens Services	12 Mar 2021

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
19005287	North Tyneside Metropolitan Borough Council	Adult Care Services	30 Jun 2020	Not Upheld	no mal		
19011486	North Tyneside Metropolitan Borough Council	Education & Childrens Services	18 Aug 2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Improved BinJ remedy	
19011521	North Tyneside Metropolitan Borough Council	Highways & Transport	02 Feb 2021	Upheld	mal no inj		
19011780	North Tyneside Metropolitan Borough Council	Housing	22 Feb 2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss	
19019064	North Tyneside Metropolitan Borough Council	Adult Care Services	03 Apr 2020	Closed after initial enquiries	At request of complainant		
19019965	North Tyneside Metropolitan Borough Council	Adult Care Services	24 Apr 2020	Closed after initial enquiries	Sch 5.1 court proceedings		
20000189	North Tyneside Metropolitan Borough Council	Education & Childrens Services	09 Oct 2020	Upheld	mal & inj	Financial Redress: Quantifiable Loss,Apology,Financial redress: Avoidable distress/time and trouble	
20000438	North Tyneside Metropolitan Borough Council	Housing	10 Jul 2020	Referred back for local resolution	Premature Decision - advice given		
20001290	North Tyneside Metropolitan Borough Council	Education & Childrens Services	03 Aug 2020	Closed after initial enquiries	Sch 5.1 court proceedings		
20001434	North Tyneside Metropolitan Borough Council	Planning & Development	03 Feb 2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20001472	North Tyneside Metropolitan Borough Council	Highways & Transport	06 Aug 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20002654	North Tyneside Metropolitan Borough Council	Adult Care Services	31 Jul 2020	Referred back for local resolution	Premature Decision - advice given		
20004055	North Tyneside Metropolitan Borough Council	Benefits & Tax	07 Jan 2021	Upheld	mal & inj	Provide training and/or guidance,Financial redress: Avoidable distress/time and trouble,Apology,Provide services	The Council has agreed to provide training/guidance to staff dealing with complaints, including the importance of addressing all points raised at the first opportunity and ensuring a response is provided to any subsequent related complaints.
20004297	North Tyneside Metropolitan Borough Council	Education & Childrens Services	06 Jan 2021	Not Upheld	no mal		
20004335	North Tyneside Metropolitan Borough Council	Education & Childrens Services	03 Sep 2020	Referred back for local resolution	Premature Decision - advice given		
20004592	North Tyneside Metropolitan Borough Council	Housing	08 Sep 2020	Advice given	Signpost - go to complaint handling		
20004661	North Tyneside Metropolitan Borough Council	Education & Childrens Services	05 Feb 2021	Upheld	mal no inj	Procedure or policy change/review	The Council will update its guides for admission appeals going forward whether they are face to face virtual or by written submissions so appellants are aware they should speak to the Council if they feel they might have difficulties in submitting their cases.
20004880	North Tyneside Metropolitan Borough Council	Housing	15 Sep 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20005106	North Tyneside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	21 Sep 2020	Referred back for local resolution	Premature Decision - advice given		
20005473	North Tyneside Metropolitan Borough Council	Adult Care Services	28 Sep 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20006941	North Tyneside Metropolitan Borough Council	Planning & Development	03 Dec 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20007164	North Tyneside Metropolitan Borough Council	Planning & Development	23 Feb 2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20008414	North Tyneside Metropolitan Borough Council	Planning & Development	14 Jan 2021	Closed after initial enquiries	26(6)(b) appeal to Minister		
20010201	North Tyneside Metropolitan Borough Council	Housing	07 Jan 2021	Advice given	Signpost - go to complaint handling		
20010676	North Tyneside Metropolitan Borough Council	Housing	18 Feb 2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
20012645	North Tyneside Metropolitan Borough Council	Education & Childrens Services	23 Feb 2021	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
19011486	North Tyneside Metropolitan Borough Council	Education & Childrens Services	18-Aug-20	ApologyFinancial redress: Avoidable distress/time and troubleImproved BinJ remedy	15-Sep-20	25-Sep-20	Remedy complete and satisfied
19011780	North Tyneside Metropolitan Borough Council	Housing	22-Feb-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable Loss	03-Mar-21	03-Mar-21	Remedy complete and satisfied
20000189	North Tyneside Metropolitan Borough Council	Education & Childrens Services	09-Oct-20	Financial Redress: Quantifiable LossApologyFinancial redress: Avoidable distress/time and trouble	06-Nov-20	13-Oct-20	Remedy complete and satisfied
20004055	North Tyneside Metropolitan Borough Council	Benefits & Tax	07-Jan-21	Provide training and/or guidanceFinancial redress: Avoidable distress/time and troubleApologyProvide ser	08-Feb-21	08-Feb-21	Remedy not complete but satisfied
20004661	North Tyneside Metropolitan Borough Council	Education & Childrens Services	05-Feb-21	Procedure or policy change/review	05-Apr-21	29-Mar-21	Remedy complete and satisfied