

COMPLIANCE

Reference	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
16017505	Adult Care Services	13-Feb-18	Financial Redress: Quantifiable Loss	13-Apr-18	12-Apr-18	Remedy complete and satisfied
17006270	Education & Childrens Services	08-Jan-18	Apology Procedure or policy change/review	19-Apr-18	18-Apr-18	Remedy complete and satisfied
17000504	Education & Childrens Services	12-Jun-18	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Procedure or policy change/review	12-Jul-18	31-Jul-18	Remedy complete and satisfied
16005967	Adult Care Services	26-Jun-18	Apology Provide information/advice	27-Jul-18	01-Aug-18	Remedy complete and satisfied
18000349	Education & Childrens Services	12-Sep-18	Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	12-Dec-18	12-Dec-18	Remedy complete and satisfied
17018560	Education & Childrens Services	11-Dec-18	Financial redress: Avoidable distress/time and trouble	22-Jan-19	17-Dec-18	Remedy complete and satisfied
17019136	Education & Childrens Services	28-Sep-18	Financial redress: Loss of service Procedure or policy change/review	14-Dec-18	18-Dec-18	Remedy complete and satisfied