

DECIDED

| Ref | Category | Decided | Decision | Decision Reason | Remedy | Service improvement recommendations |
|----------|--------------------------------|-------------|--|------------------------------------|--|-------------------------------------|
| 18000192 | Adult Care Services | 05 Apr 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18000380 | Education & Childrens Services | 09 Apr 2018 | Insufficient information to proceed and PA advised | Incomplete/Invalid | Null | |
| 18000803 | Education & Childrens Services | 16 Apr 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 17008818 | Highways & Transport | 17 Apr 2018 | Premature Decision - referred to BinJ | Referred back for local resolution | Null | |
| 17020272 | Highways & Transport | 25 Apr 2018 | 26(6)(a) tribunal TPT/PATAS | Closed after initial enquiries | Null | |
| 18001428 | Highways & Transport | 27 Apr 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 17020428 | Highways & Transport | 01 May 2018 | Other reason not to investigate | Closed after initial enquiries | Null | |
| 18000585 | Adult Care Services | 18 May 2018 | 26B(2) not made in 12 months | Closed after initial enquiries | Null | |
| 18000723 | Adult Care Services | 31 May 2018 | Not warranted by alleged mal/service failure | Closed after initial enquiries | Null | |
| 18003571 | Adult Care Services | 07 Jun 2018 | Insufficient information to proceed and PA advised | Incomplete/Invalid | Null | |
| 17000504 | Education & Childrens Services | 12 Jun 2018 | mal & inj | Upheld | Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Procedure or policy change/review | |
| 18001378 | Education & Childrens Services | 19 Jun 2018 | No worthwhile outcome achievable by investigation | Closed after initial enquiries | Null | |
| 18002641 | Highways & Transport | 19 Jun 2018 | Injustice remedied during BinJ complaint processes | Upheld | Null | |
| 18003297 | Corporate & Other Services | 26 Jun 2018 | Sch 5.4 personnel | Closed after initial enquiries | Null | |

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| 16005967 | Adult Care Services | 27 Jun 2018 | mal & inj | Upheld | Apology,Provide information/advice | |
| 18001409 | Adult Care Services | 27 Jun 2018 | no mal | Not Upheld | Null | |
| 18005824 | Education & Childrens Services | 16 Jul 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18005912 | Adult Care Services | 17 Jul 2018 | Insufficient information to proceed and PA advised | Incomplete/Invalid | Null | |
| 18001935 | Highways & Transport | 23 Jul 2018 | At request of complainant | Closed after initial enquiries | Null | |
| 18004628 | Adult Care Services | 23 Jul 2018 | Premature Decision - referred to BinJ | Referred back for local resolution | Null | |
| 18006732 | Highways & Transport | 30 Jul 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 17012781 | Adult Care Services | 31 Jul 2018 | no mal | Not Upheld | Null | |
| 17014817 | Adult Care Services | 15 Aug 2018 | no mal | Not Upheld | Null | |
| 18007899 | Education & Childrens Services | 20 Aug 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18000349 | Education & Childrens Services | 12 Sep 2018 | mal & inj | Upheld | Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review | Review its corporate complaints policy to explain how it will consider remedy for injustice identified by its investigations |
| 17014355 | Education & Childrens Services | 19 Sep 2018 | no mal | Not Upheld | Null | |
| 18008027 | Education & Childrens Services | 21 Sep 2018 | Sch 5.1 court proceedings | Closed after initial enquiries | Null | |
| 17019136 | Education & Childrens Services | 28 Sep 2018 | mal & inj | Upheld | Financial redress: Loss of service,Procedure or policy change/review | The Council is undertaking a review of its admission process for the Oxfordshire Hospital School Service for pupils unable |
| 17018199 | Adult Care Services | 16 Oct 2018 | no mal | Not Upheld | Null | |
| 17017044 | Education & Childrens Services | 18 Oct 2018 | mal & inj - no further action, BinJ already remedied | Upheld | Null | |
| 18011843 | Education & Childrens Services | 30 Oct 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |

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| 18011984 | Adult Care Services | 02 Nov 2018 | Premature Decision - referred to BinJ | Referred back for local resolution | Null | |
| 18010712 | Education & Childrens Services | 08 Nov 2018 | Insufficient information to proceed and PA advised | Incomplete/Invalid | Null | |
| 18012175 | Education & Childrens Services | 14 Nov 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 17001855 | Adult Care Services | 16 Nov 2018 | mal & inj | Upheld | Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision | |
| 18012214 | Corporate & Other Services | 20 Nov 2018 | Sch 5.4 personnel | Closed after initial enquiries | Null | |
| 17018560 | Education & Childrens Services | 11 Dec 2018 | mal & inj | Upheld | Financial redress: Avoidable distress/time and trouble | |
| 18014208 | Education & Childrens Services | 13 Dec 2018 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18012970 | Highways & Transport | 19 Dec 2018 | 26(6)(c) Court remedy | Closed after initial enquiries | Null | |
| 18013013 | Highways & Transport | 08 Jan 2019 | Not warranted by alleged injustice | Closed after initial enquiries | Null | |
| 18013428 | Education & Childrens Services | 09 Jan 2019 | Premature Decision - referred to BinJ | Referred back for local resolution | Null | |
| 18002126 | Education & Childrens Services | 15 Jan 2019 | mal no inj | Upheld | Null | |
| 18015767 | Education & Childrens Services | 17 Jan 2019 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18015992 | Education & Childrens Services | 22 Jan 2019 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 16017695 | Education & Childrens Services | 28 Jan 2019 | no mal | Not Upheld | Null | |
| 18013101 | Education & Childrens Services | 28 Jan 2019 | Not warranted by alleged mal/service failure | Closed after initial enquiries | Null | |
| 18014480 | Education & Childrens Services | 29 Jan 2019 | Previously considered and decided | Advice given | Null | |
| 18014640 | Adult Care Services | 29 Jan 2019 | Premature Decision - referred to BinJ | Referred back for local resolution | Null | |
| 18014315 | Education & Childrens Services | 06 Feb 2019 | Other Agency better placed | Closed after initial enquiries | Null | |

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| 18002220 | Education & Childrens Services | 07 Feb 2019 | No worthwhile outcome achievable by further investigation | Not Upheld | Null | |
| 18004235 | Education & Childrens Services | 19 Feb 2019 | no mal | Not Upheld | Null | |
| 18018003 | Corporate & Other Services | 06 Mar 2019 | Sch 5.4 personnel | Closed after initial enquiries | Null | |
| 18011294 | Education & Childrens Services | 19 Mar 2019 | no mal | Not Upheld | Null | |
| 18019436 | Adult Care Services | 20 Mar 2019 | Premature Decision - advice given | Referred back for local resolution | Null | |
| 18017039 | Adult Care Services | 21 Mar 2019 | Not warranted by alleged mal/service failure | Closed after initial enquiries | Null | |
| 18016301 | Adult Care Services | 22 Mar 2019 | S26(1) Not an admin function of authority | Closed after initial enquiries | Null | |
| 18016587 | Adult Care Services | 28 Mar 2019 | 26B(2) not made in 12 months | Closed after initial enquiries | Null | |