

No complaints received during the period

Reference	Authority	Category	Decided
18010686	Taunton Deane Borough Council	Benefits & Tax	31/05/19
18013136	Taunton Deane Borough Council	Planning & Development	17/09/19
18019918	Taunton Deane Borough Council	Planning & Development	23/08/19

Decision	Decison Reason
Upheld	mal & inj
Not Upheld	no mal
Upheld	mal & inj

Remedy
Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or policy change/review,Training and guidance
Apology,Training and guidance

Service improvement recommendations

The Council will review its processes to ensure that it considers whether emergency accommodation is suitable for individual needs. The Council will review its complaint processes so that it makes clear how the complainant can take matters further.

The Council has agreed to issue advice to its planning officers on the importance of engaging with objections that raise legitimate planning considerations in their reports. If the Council does not consider the objection provides reasons for refusing development it must give those reasons. If the Council chooses to depart from local policy guidance, such as highways standing advice, it must draw attention to this and give reasons.