

Reference	Authority	Category	Received
23000765	Newark & Sherwood District Council	Benefits & Tax	21/04/23
23000910	Newark & Sherwood District Council	Environmental Services & Public Protection & Regulation	25/04/23
23003815	Newark & Sherwood District Council	Housing	20/06/23
23006180	Newark & Sherwood District Council	Planning & Development	30/07/23
23008553	Newark & Sherwood District Council	Corporate & Other Services	07/12/23
23015291	Newark & Sherwood District Council	Benefits & Tax	02/01/24
23016338	Newark & Sherwood District Council	Corporate & Other Services	19/01/24
23016498	Newark & Sherwood District Council	Benefits & Tax	23/01/24
23018395	Newark & Sherwood District Council	Environmental Services & Public Protection & Regulation	20/02/24
23019643	Newark & Sherwood District Council	Planning & Development	05/03/24
23020152	Newark & Sherwood District Council	Corporate & Other Services	14/03/24

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
23000765	Newark & Sherwood District Council	Benefits & Tax	21/04/23	Referred back for local resolution	Premature Decision - advice given		
23000910	Newark & Sherwood District Council	Environmental Services & Public Protection & Regulation	24/05/23	Closed after initial enquiries	Not warranted by alleged fault		
23003815	Newark & Sherwood District Council	Housing	20/06/23	Advice given	Signpost - go to complaint handling		
23006180	Newark & Sherwood District Council	Planning & Development	25/08/23	Closed after initial enquiries	26(6)(b) appeal to Minister		
23008553	Newark & Sherwood District Council	Corporate & Other Services	14/03/24	Closed after initial enquiries	Other reason not to investigate		
23015291	Newark & Sherwood District Council	Benefits & Tax	02/01/24	Incomplete/Invalid	Insufficient information to proceed and PA advised		
23016338	Newark & Sherwood District Council	Corporate & Other Services	28/02/24	Closed after initial enquiries	Not warranted by alleged fault		
23016498	Newark & Sherwood District Council	Benefits & Tax	05/03/24	Closed after initial enquiries	Not warranted by alleged fault		
23020152	Newark & Sherwood District Council	Corporate & Other Services	14/03/24	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
No compliance data recorded during the period							

## Explanatory notes

### Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

### Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new

We report our decisions by the following outcomes:

**Invalid or incomplete:** We were not given enough information to consider the issue.

**Advice given:** We provided early advice or explained where to go for the right help.

**Referred back for local resolution:** We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

**Closed after initial enquiries:** We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective

**Upheld:** We completed an investigation and found evidence of fault, or we found the organisation accepted

**Not upheld:** We completed an investigation but did not find evidence of fault.

### Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a