

Reference	Authority	Category	Subcategory	Received
23021481	Newark & Sherwood DC	Corporate & Other Services	Standards committees	23/10/24
24000947	Newark & Sherwood DC	Housing	NULL	25/04/24
24002374	Newark & Sherwood DC	Planning & Development	Other planning application	23/05/24
24007205	Newark & Sherwood DC	Planning & Development	Householder planning application	08/08/24
24007875	Newark & Sherwood DC	Corporate & Other Services	Leisure and culture	05/08/24
24007898	Newark & Sherwood DC	Planning & Development	Householder planning application	17/08/24
24008177	Newark & Sherwood DC	Housing	Managing council tenancies	23/08/24
24008948	Newark & Sherwood DC	Planning & Development	Enforcement - other	29/08/24
24012493	Newark & Sherwood DC	Planning & Development	Other planning application	17/10/24
24013431	Newark & Sherwood DC	Environmental Services & Public Protection & Regulation	Noise	30/10/24
24013538	Newark & Sherwood DC	Housing	Private landlord/tenant issues	31/10/24
24014287	Newark & Sherwood DC	Planning & Development	Other planning application	12/11/24
24015143	Newark & Sherwood DC	Corporate & Other Services	Standards committees	26/11/24
24022116	Newark & Sherwood DC	Corporate & Other Services	Standards committees	26/03/25
24022444	Newark & Sherwood DC	Housing	Managing council tenancies	21/03/25
24023060	Newark & Sherwood DC	Corporate & Other Services	Standards committees	31/03/25

Ref.	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23018395	Newark & Sherwood DC	Environmental Services & Public Protection & Regulation	Noise	23/09/24	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble
23019643	Newark & Sherwood DC	Planning & Development	Enforcement-householder	17/06/24	Referred back for local resolution	Premature, open new case if resubmitted	
23021481	Newark & Sherwood DC	Corporate & Other Services	Standards committees	26/11/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24000947	Newark & Sherwood DC	Housing	NULL	25/04/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24002374	Newark & Sherwood DC	Planning & Development	Other planning application	23/05/24	Referred back for local resolution	Premature Decision - advice given	
24007205	Newark & Sherwood DC	Planning & Development	Householder planning application	25/09/24	Closed after initial enquiries	Not warranted by alleged fault	
24007875	Newark & Sherwood DC	Corporate & Other Services	Leisure and culture	23/09/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24007898	Newark & Sherwood DC	Planning & Development	Householder planning application	23/09/24	Closed after initial enquiries	Not warranted by alleged fault	
24008177	Newark & Sherwood DC	Housing	Managing council tenancies	23/08/24	Advice given	Signpost - go to complaint handling	
24008948	Newark & Sherwood DC	Planning & Development	Enforcement - other	07/11/24	Closed after initial enquiries	Sch 5.1 court proceedings	
24012493	Newark & Sherwood DC	Planning & Development	Other planning application	13/12/24	Closed after initial enquiries	Not warranted by alleged fault	
24013538	Newark & Sherwood DC	Housing	Private landlord/tenant issues	06/01/25	Closed after initial enquiries	26(6)(c) Court remedy	
24014287	Newark & Sherwood DC	Planning & Development	Other planning application	22/01/25	Closed after initial enquiries	Not warranted by alleged fault	
24015143	Newark & Sherwood DC	Corporate & Other Services	Standards committees	26/11/24	Referred back for local resolution	Premature Decision - advice given	
24022116	Newark & Sherwood DC	Corporate & Other Services	Standards committees	26/03/25	Referred back for local resolution	Premature Decision - advice given	
24022444	Newark & Sherwood DC	Housing	Managing council tenancies	21/03/25	Advice given	Signpost - go to complaint handling	

Ref.	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23018395	Newark & Sherwood DC	Environmental Services & Public Protection & Regulation	Noise	22/09/24	Apology Financial redress: Avoidable distress/time and trouble	23/10/24	17/10/24	Remedy complete and satisfied

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.	
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: https://www.lgo.org.uk/your-councils-performance	
We report our decisions by the following outcomes:	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
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 use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault & inj - no further action organisation already remedied</i>	
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. 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 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.	
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 case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.	