

APPENDIX D – Remedies for those complaints upheld by the LGSCO in 2018/19 for Plymouth

	Upheld	Remedies for those upheld							
		Financial redress	Decision reconsideration, Apology, Enforcement	Apology, Review decision	No further action	Apology, Financial redress	Financial Redress, Procedure Review, Training	Review decision, Procedure review	Apology, Financial redress, review decision, Procedure review
Adult Social Care	4					1			3
Benefits and Tax	5	1		1		2	1		
Corporate and Other Services	1				1				
Education and Children's Services	2							1	1
Environmental Services, Public Protection and Regulation	2				1				1
Highways and Transport	1							1	
Housing	2	1			1				
Planning and Development	1		1						
2018/19 Totals	18	2	1	1	3	3	1	2	5