

Reference	Authority
18002420	Bury Metropolitan Borough Council
18002874	Bury Metropolitan Borough Council
18013987	Bury Metropolitan Borough Council
18015876	Bury Metropolitan Borough Council
18018909	Bury Metropolitan Borough Council
19003185	Bury Metropolitan Borough Council

Category	Decided
Adult Care Services	10-Jan-19
Adult Care Services	12-Sep-19
Benefits & Tax	08-May-19
Adult Care Services	26-Jun-19
Environmental Services & Public Protection & Regulation	09-Dec-19
Education & Childrens Services	11-Sep-19

Remedy			
Financial Redress: Quantifiable Loss	Procedure or policy change/review		
Apology	Financial redress: Avoidable distress/time and trouble	Financial Redress: Quantifiable Loss	Proce
Apology	Financial Redress: Quantifiable Loss	Financial redress: Avoidable distress/time and trouble	
Apology	Financial redress: Avoidable distress/time and trouble	Provide services	Provide information/advice
Apology			
New appeal/review or reconsidered decision			

Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
26-Apr-19	05-Apr-19	Remedy complete and satisfied
12-Nov-19	09-Jan-20	Remedy completed late
10-Jun-19	18-Jun-19	Remedy complete and satisfied
10-Oct-19	27-Sep-19	Remedy complete and satisfied
09-Jan-20	13-Jan-20	Remedy completed late
11-Sep-19	11-Sep-19	Remedy complete and satisfied