

Appendix 1 Category	Remedy Financial redress	Remedy Apology,	Remedy Training and guidance	Remedy Avoidable distress/time and trouble	Remedy Loss of service, Quantifiable loss	Remedy Procedure or policy change /review	Remedy other	Satisfaction with Compliance
Benefits & Tax	✓				✓		✓	Remedy complete and satisfied
Benefits & Tax		✓	✓					Remedy complete and satisfied
Environmental Services & Public Protection & Regulation	✓	✓		✓		✓		Remedy complete and satisfied
Environmental Services & Public Protection & Regulation		✓					✓	Remedy completed late
Education & Children's Services		✓					✓	Remedy complete and satisfied
Education & Children's Services		✓				✓		Remedy complete and satisfied
Education & Children's Services	✓	✓		✓	✓	✓		Remedy complete and satisfied
Housing		✓	✓				✓	Remedy complete and satisfied
Housing	✓	✓		✓				Remedy complete and satisfied
Adult Care Services	✓	✓		✓	✓			Remedy complete and satisfied
Adult Care Services	✓	✓		✓		✓	✓	Remedy complete and satisfied
Adult Care Services		✓	✓	✓			✓	Remedy completed late
Highways & Transport						✓		Remedy complete and satisfied

NB – Remedy other could be Improved Body in Jurisdiction remedy (Housing) or Reassessment (ASC Services)