

Explanatory notes	
Cases received	
Cases with a recorded received date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026.	
Cases decided	
Cases with a recorded decision date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded. We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	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.
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: <i>Upheld - Injustice remedied during organisations complaint processes</i> <i>Upheld - fault & inj - no further action organisation already remedied</i>	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2025 and 31 March 2026. Status as of 27 April 2026. 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 27 April 2026 of a remedy achieved before 31 March 2026, this will not be included here. Where the 'Satisfaction with Compliance' column records a non-compliance outcome of 'Remedy not complete and not satisfied', the 'Remedy Achieved' date designates the date the case was closed and a new case opened. This year we are publishing a timely compliance statistic alongside the overall compliance rate. The statistic will show both the number and percentage of cases where agreed recommendations were recorded as completed on time. To be recorded as 'on time', all parts of a multi part recommendation need to have been recorded as delivered within agreed timescales. Alongside this new statistic we are providing more detailed 'Satisfaction with Compliance' outcomes. These are: - <i>Remedy satisfied on time</i> - <i>Remedy satisfied late. Personal remedy and service improvement late.</i> - <i>Personal remedy late. No service improvement recommendations.</i> - <i>Personal remedy late. Service improvement satisfied on time.</i> - <i>Service improvement late. No personal remedy.</i> - <i>Service improvement late. Personal remedy satisfied on time.</i> - <i>Remedy not complete and not satisfied.</i>	