Reference	Authority	Category	Subcategory	Received
25000262	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	09/04/2025
25000868	Hinckley & Bosworth Borough Council	Housing	Allocations	16/04/2025
25001127	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax support	23/04/2025
25003846	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax	02/06/2025
25006636	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	03/07/2025
25009769	Hinckley & Bosworth Borough Council	Housing	Homelessness	13/08/2025
25010239	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	13/08/2025
25012732	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	29/09/2025
25012997	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	Dogs	26/09/2025
25014199	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	09/10/2025
25014788	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	14/10/2025
25014871	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax support	15/10/2025
25015059	Hinckley & Bosworth Borough Council	Housing	Allocations	23/10/2025
25021848	Hinckley & Bosworth Borough Council	Housing	NULL	29/12/2025
25023931	Hinckley & Bosworth Borough Council	Housing	Allocations	20/01/2026
25024699	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	25/01/2026
25025669	Hinckley & Bosworth Borough Council	Housing	Homelessness	02/02/2026
25028344	Hinckley & Bosworth Borough Council	Planning & Development	Building control	03/03/2026
25029065	Hinckley & Bosworth Borough Council	Planning & Development	Policy/Local Developmt framework	11/03/2026
25029727	Hinckley & Bosworth Borough Council	Housing	Allocations	18/03/2026

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
25000262	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	13/06/2025	Closed after initial enquiries	Not warranted by alleged fault	
25000868	Hinckley & Bosworth Borough Council	Housing	Allocations	24/07/2025	Closed after initial enquiries	Not warranted by alleged fault	
25001127	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax support	21/05/2025	Closed after initial enquiries	26(6)(a) tribunal Other	
25003846	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax	30/07/2025	Closed after initial enquiries	Sch 5.1 court proceedings	
25006636	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	15/10/2025	Closed after initial enquiries	Not warranted by alleged fault	
25009769	Hinckley & Bosworth Borough Council	Housing	Homelessness	13/08/2025	Referred back for local resolution	Premature Decision - advice given	
25010239	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	13/08/2025	Incomplete/Invalid	Insufficient information to proceed and PA advised	
25012732	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	10/12/2025	Closed after initial enquiries	Not warranted by alleged injustice	
25012997	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	Dogs	12/02/2026	Closed after initial enquiries	Not warranted by alleged fault	
25014199	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	04/03/2026	Closed after initial enquiries	Not warranted by alleged fault	
25014788	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	14/10/2025	Advice given	Signpost - go to complaint handling	
25014871	Hinckley & Bosworth Borough Council	Benefits & Tax	Council tax support	25/11/2025	Referred back for local resolution	Premature Decision - referred to Organisation	
25021848	Hinckley & Bosworth Borough Council	Housing	NULL	29/12/2025	Incomplete/Invalid	Insufficient information to proceed and PA advised	
25029065	Hinckley & Bosworth Borough Council	Planning & Development	Policy/Local Developmt framework	13/03/2026	Closed after initial enquiries	Other Agency better placed	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Achieved	Satisfaction with Compliance

No compliance data recorded during the period.

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: *Upheld - Injustice remedied during organisations complaint processes* *Upheld - fault & inj - no further action organisation already remedied*	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:

- *Remedy satisfied on time*
- *Remedy satisfied late. Personal remedy and service improvement late.*
- *Personal remedy late. No service improvement recommendations.*
- *Personal remedy late. Service improvement satisfied on time.*
- *Service improvement late. No personal remedy.*
- *Service improvement late. Personal remedy satisfied on time.*
- *Remedy not complete and not satisfied.*