

One of the remedies that the Ombudsman suggests as a result of complaints that are upheld is that compensation / redress payments should be made to the complainant.

### **Request**

Please provide copies of any internal documents or policies used by the council when deciding how much compensation / redress should be made to members of the public following complaints they have made.

### **Response**

The Council does not hold separate internal documents or policies. When reviewing complaints, the Council takes into consideration guidance on remedies published by the Local Government & Social Care Ombudsman and Housing Ombudsman, which can be found on the Ombudsmen websites. Compensation for injury claims is calculated using Judicial College Guidelines which is an external document.