

Award	Category	Description (one or more factors to apply – depends on facts of the case)
No award	Nominal	<ul style="list-style-type: none"> <li>minimal, or no, distress and/or inconvenience established</li> <li>very limited distress and duration</li> <li>single occasion</li> <li>an apology would be adequate redress.</li> </ul>
£500	Significant	<ul style="list-style-type: none"> <li>starting point – where some significant distress and/or inconvenience has been caused to the applicant</li> <li>one or more occasions</li> <li>effect was short-term</li> <li>respondent took reasonable steps to put matters right.</li> </ul>
£1,000	Serious	<ul style="list-style-type: none"> <li>a <b>serious</b> level of distress and/or inconvenience that has materially affected the applicant</li> <li>several occasions</li> <li>lasting effect over a prolonged period</li> <li>respondent was slow to put matters right.</li> </ul>
£2,000	Severe	<ul style="list-style-type: none"> <li>a <b>severe</b> and adverse, but not quite exceptional, level of distress and/or inconvenience caused to the applicant</li> <li>chronic situations</li> <li>numerous and/or repeated or compounded errors over a prolonged period but opportunities to notice and remedy those mistakes were missed (more so if ease of true position could have been ascertained)</li> <li>lasting effect over a prolonged period</li> <li>applicant's wellbeing affected, for example, serious detriment to health</li> <li>applicant prevented from making informed life decisions at critical times, for example, a decision to retire early or resigning from employment that might not have otherwise been taken</li> <li>respondent failed to respond to the applicant</li> <li>respondent failed to take steps to put the matter right</li> <li>respondent failed to understand the applicant's distress and/or inconvenience.</li> </ul>
Higher than £2,000	Exceptional	<ul style="list-style-type: none"> <li>one or more <b>severe</b> factors above apply <b>plus</b></li> <li>an aggravating factor, as listed below for example, could push a <b>severe</b> award of £2,000 up to <b>exceptional</b> level:</li> </ul> <p>applicant was persistent in explaining to respondent their distress and/or inconvenience</p> <ul style="list-style-type: none"> <li>- respondent wilful or reckless</li> <li>- repeated failure by respondent to engage with TPO on one or more complaints</li> <li>- widespread failure by respondent to address complaints</li> <li>- grave adverse health consequences for the applicant</li> <li>- disregarding IDRPs recommendations.</li> </ul>