

Complaints

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services
Adur District Council	0	1	0
Allerdale Borough Council	0	2	1
Amber Valley Borough Council	0	2	1
Arun District Council	0	2	1
Ashfield District Council	0	5	4
Ashford Borough Council	0	1	3
Aylesbury Vale District Council	0	4	0
Babergh District Council	1	1	1
Barnsley Metropolitan Borough Council	7	1	5
Barrow-in-Furness Borough Council	0	1	0
Basildon Borough Council	1	2	1
Basingstoke & Deane Borough Council	0	2	1
Bassetlaw District Council	0	3	2
Bath and North East Somerset Council	6	6	4
Bedford Borough Council	3	5	5
Birmingham City Council	54	75	15
Blaby District Council	0	2	0
Blackburn with Darwen Council	10	4	4
Blackpool Borough Council	5	3	1
Bolsover District Council	0	1	4
Bolton Metropolitan Borough Council	9	4	9
Boston Borough Council	0	4	2
Bournemouth Borough Council	16	3	5
Bracknell Forest Council	5	0	0
Braintree District Council	0	3	1
Breckland District Council	0	3	2
Brentwood Borough Council	0	0	2
Brighton & Hove City Council	14	6	0
Bristol City Council	10	24	4
Broadland District Council	0	4	1
Broads Authority	0	0	1
Bromsgrove District Council	0	5	0
Broxbourne Borough Council	0	2	1
Broxtowe Borough Council	0	1	3
Buckinghamshire County Council	16	0	4
Burnley Borough Council	0	2	1
Bury Metropolitan Borough Council	11	11	0
Calderdale Metropolitan Borough Council	12	9	1

Cambridge City Council	0	2	2
Cambridgeshire County Council	21	0	3
Cannock Chase District Council	0	4	1
Canterbury City Council	0	6	2
Carlisle City Council	0	0	0
Castle Point Borough Council	0	1	1
Central Bedfordshire Council	3	4	3
Charnwood Borough Council	0	5	3
Chelmsford City Council	0	1	1
Cheltenham Borough Council	0	0	1
Cherwell District Council	0	5	0
Cheshire East Council	13	13	6
Cheshire West & Chester Council	16	4	5
Chesterfield Borough Council	0	3	0
Chichester District Council	0	2	4
Chiltern District Council	0	0	2
Chorley Borough Council	0	0	1
Christchurch Borough Council	0	0	0
City Of Bradford Metropolitan District Council	23	7	8
City of London	0	0	2
City of York Council	8	7	2
Colchester Borough Council	0	0	1
Copeland Borough Council	0	1	2
Corby Borough Council	0	6	0
Cornwall Council	41	17	15
Cotswold District Council	0	0	0
Council of the Isles of Scilly	0	0	1
Coventry City Council	13	15	6
Craven District Council	0	1	1
Crawley Borough Council	0	1	0
Cumbria County Council	14	0	7
Dacorum Borough Council	0	3	1
Darlington Borough Council	12	2	2
Dartford Borough Council	0	0	0
Dartmoor National Park Authority	0	0	0
Daventry District Council	0	5	0
Derby City Council	11	3	1
Derbyshire County Council	35	0	9
Derbyshire Dales District Council	0	0	1
Devon County Council	46	0	1
Doncaster Metropolitan Borough Council	11	2	6
Dorset County Council	20	0	2
Dover District Council	0	3	2
Dudley Metropolitan Borough Council	19	4	4
Durham County Council	23	21	9
East Cambridgeshire District Council	0	2	2
East Devon District Council	1	1	2
East Dorset District Council	1	1	1
East Hampshire District Council	0	3	1

East Hertfordshire District Council	0	1	1
East Lindsey District Council	0	3	0
East Northamptonshire Council	0	1	0
East Riding of Yorkshire Council	10	9	1
East Staffordshire Borough Council	0	2	4
East Sussex County Council	36	0	2
Eastbourne Borough Council	0	6	4
Eastleigh Borough Council	0	2	2
Eden District Council	0	0	2
Elmbridge Borough Council	0	1	1
Environment Agency	0	0	0
Epping Forest District Council	0	2	4
Epsom & Ewell Borough Council	0	4	1
Erewash Borough Council	0	2	2
Essex County Council	70	0	11
Exeter City Council	1	1	1
Exmoor National Park Authority	0	0	0
Fareham Borough Council	0	0	3
Fenland District Council	0	2	3
Folkestone & Hythe District Council	0	2	2
Forest Heath District Council	0	2	1
Forest of Dean District Council	0	1	1
Fylde Borough Council	0	3	0
Gateshead Metropolitan Borough Council	8	2	2
Gedling Borough Council	0	3	1
Gloucester City Council	0	4	1
Gloucestershire County Council	19	0	3
Gosport Borough Council	0	1	0
Gravesham Borough Council	0	2	0
Great Yarmouth Borough Council	0	0	0
Greater London Authority	0	0	1
Guildford Borough Council	0	5	2
Halton Borough Council	5	2	2
Hambleton District Council	0	1	2
Hampshire County Council	34	0	4
Harborough District Council	0	1	0
Harlow District Council	0	1	0
Harrogate Borough Council	0	3	2
Hart District Council	0	1	1
Hartlepool Borough Council	5	4	4
Hastings Borough Council	0	3	1
Havant Borough Council	0	6	4
Herefordshire Council	14	4	7
Hertfordshire County Council	41	0	5
Hertsmere Borough Council	1	4	0
High Peak Borough Council	0	1	1
Hinckley & Bosworth Borough Council	0	1	0
Horsham District Council	0	1	4
Huntingdonshire District Council	0	6	3

Hyndburn Borough Council	0	3	0
Ipswich Borough Council	0	3	4
Isle of Wight Council	10	4	4
Kent County Council	56	0	11
Kettering Borough Council	0	3	0
King's Lynn & West Norfolk Council	0	3	0
Kingston upon Hull City Council	12	7	11
Kirklees Metropolitan Borough Council	16	7	1
Knowsley Metropolitan Borough Council	10	1	4
Lake District National Park Authority	0	0	1
Lancashire County Council	58	2	11
Lancaster City Council	0	0	5
Leeds City Council	26	12	16
Leicester City Council	22	16	11
Leicestershire County Council	31	0	3
Lewes District Council	0	4	0
Lichfield District Council	0	0	1
Lincoln City Council	0	2	1
Lincolnshire County Council	30	0	4
Liverpool City Council	29	14	14
London Borough of Barking & Dagenham	14	24	7
London Borough of Barnet	21	27	6
London Borough of Bexley	7	11	1
London Borough Of Brent	26	22	2
London Borough of Bromley	21	23	5
London Borough of Camden	12	7	4
London Borough of Croydon	25	31	5
London Borough of Ealing	10	32	4
London Borough of Enfield	17	14	8
London Borough of Hackney	11	15	16
London Borough of Hammersmith & Fulham	11	6	1
London Borough of Haringey	17	35	3
London Borough of Harrow	23	14	2
London Borough of Havering	15	6	1
London Borough of Hillingdon	11	23	10
London Borough of Hounslow	17	22	9
London Borough of Islington	21	14	7
London Borough of Lambeth	21	39	6
London Borough of Lewisham	12	29	4
London Borough of Merton	15	19	1
London Borough of Newham	13	17	14
London Borough of Redbridge	17	13	4
London Borough of Richmond upon Thames	5	7	4
London Borough of Southwark	13	12	3
London Borough of Sutton	5	6	2
London Borough of Tower Hamlets	12	8	13
London Borough of Waltham Forest	22	18	5
London Borough of Wandsworth	18	14	2
Luton Borough Council	11	13	4

Maidstone Borough Council	0	10	1
Maldon District Council	0	1	0
Malvern Hills District Council	0	0	0
Manchester City Council	18	31	11
Mansfield District Council	0	2	1
Medway Council	12	12	2
Melton Borough Council	0	0	2
Mendip District Council	0	7	2
Mid Devon District Council	0	2	4
Mid Suffolk District Council	0	0	1
Mid Sussex District Council	0	2	0
Middlesbrough Borough Council	5	6	5
Milton Keynes Council	12	10	4
Mole Valley District Council	0	0	1
New Forest District Council	0	2	4
New Forest National Park Authority	0	0	0
Newark & Sherwood District Council	0	1	1
Newcastle upon Tyne City Council	10	12	7
Newcastle-under-Lyme Borough Council	0	6	2
Norfolk County Council	60	0	5
North Devon District Council	0	2	2
North Dorset District Council	0	3	1
North East Derbyshire District Council	0	0	1
North East Lincolnshire Council	6	4	4
North Hertfordshire District Council	1	2	1
North Kesteven District Council	0	1	3
North Lincolnshire Council	8	4	1
North Norfolk District Council	0	4	2
North Somerset Council	9	13	3
North Tyneside Metropolitan Borough Council	11	3	4
North Warwickshire Borough Council	0	0	0
North West Leicestershire District Council	0	2	0
North York Moors National Park Authority	0	0	0
North Yorkshire County Council	36	0	2
Northampton Borough Council	0	4	4
Northamptonshire County Council	24	1	2
Northumberland Council	15	9	4
Northumberland National Park Authority	0	0	0
Norwich City Council	1	10	6
Nottingham City Council	26	11	11
Nottinghamshire County Council	42	0	3
Nuneaton & Bedworth Borough Council	1	6	2
Oadby & Wigston Borough Council	0	3	0
Oldham Metropolitan Borough Council	9	16	7
Oxford City Council	0	4	1
Oxfordshire County Council	21	0	4
Peak District National Park Authority	0	0	0
Pendle Borough Council	0	5	0
Peterborough City Council	2	8	2

Plymouth City Council	20	18	9
Poole Borough Council	8	2	7
Portsmouth City Council	9	2	4
Preston City Council	0	11	3
Purbeck District Council	0	1	2
Reading Borough Council	11	12	4
Redcar & Cleveland Council	3	3	2
Redditch Borough Council	0	2	3
Reigate & Banstead Borough Council	0	0	1
Ribble Valley Borough Council	0	0	2
Richmondshire District Council	0	2	0
Rochdale Metropolitan Borough Council	9	2	9
Rochford District Council	0	5	3
Rossendale Borough Council	0	4	4
Rother District Council	0	6	4
Rotherham Metropolitan Borough Council	3	7	4
Royal Borough of Greenwich	8	24	10
Royal Borough of Kensington & Chelsea	12	1	3
Royal Borough of Kingston upon Thames	1	4	9
Royal Borough of Windsor and Maidenhead Council	13	2	5
Rugby Borough Council	0	1	0
Runnymede Borough Council	0	1	0
Rushcliffe Borough Council	1	0	2
Rushmoor Borough Council	0	1	0
Rutland County Council	0	0	1
Ryedale District Council	0	0	2
Salford City Council	9	27	8
Sandwell Metropolitan Borough Council	15	25	6
Scarborough Borough Council	0	4	3
Sedgemoor District Council	0	3	3
Sefton Metropolitan Borough Council	12	4	5
Selby District Council	0	2	1
Sevenoaks District Council	0	3	2
Sheffield City Council	28	17	9
Shropshire Council	16	7	3
Slough Borough Council	6	10	2
Solihull Metropolitan Borough Council	4	3	0
Somerset County Council	32	1	2
South Bucks District Council	0	0	3
South Cambridgeshire District Council	0	1	0
South Derbyshire District Council	0	1	2
South Downs National Park Authority	0	0	0
South Gloucestershire Council	6	3	3
South Hams District Council	0	2	1
South Holland District Council	0	1	2
South Kesteven District Council	0	2	2
South Lakeland District Council	0	0	0
South Norfolk District Council	0	1	0
South Northamptonshire District Council	0	2	0

South Oxfordshire District Council	0	1	0
South Ribble Borough Council	0	2	4
South Somerset District Council	0	2	3
South Staffordshire District Council	0	0	2
South Tyneside Metropolitan Borough Council	11	3	5
Southampton City Council	20	5	0
Southend-on-Sea Borough Council	7	5	7
Spelthorne Borough Council	1	1	0
St Albans City Council	1	2	0
St Edmundsbury Borough Council	0	0	0
St Helens Metropolitan Borough Council	13	5	2
Stafford Borough Council	0	4	4
Staffordshire County Council	34	0	13
Staffordshire Moorlands District Council	0	0	0
Stevenage Borough Council	1	0	1
Stockport Metropolitan Borough Council	15	4	5
Stockton-on-Tees Borough Council	11	7	1
Stoke-on-Trent City Council	15	15	8
Stratford-on-Avon District Council	0	5	0
Stroud District Council	0	1	1
Suffolk Coastal District Council	0	4	2
Suffolk County Council	31	0	3
Sunderland City Council	5	5	8
Surrey County Council	48	0	6
Surrey Heath Borough Council	0	2	2
Swale Borough Council	0	2	0
Swindon Borough Council	7	9	2
Tameside Metropolitan Borough Council	10	13	2
Tamworth Borough Council	0	3	1
Tandridge District Council	1	2	2
Taunton Deane Borough Council	0	1	0
Teignbridge District Council	0	4	8
Telford & Wrekin Council	5	1	2
Tendring District Council	1	2	3
Test Valley Borough Council	0	1	2
Tewkesbury Borough Council	0	2	0
Thanet District Council	0	6	6
Three Rivers District Council	0	5	1
Thurrock Council	5	8	2
Tonbridge and Malling Borough Council	1	4	3
Torbay Council	6	5	3
Torridge District Council	0	6	0
Trafford Council	17	10	3
Transport for London	0	0	6
Tunbridge Wells Borough Council	0	2	1
Uttlesford District Council	0	1	0
Vale of White Horse District Council	0	4	1
Wakefield City Council	14	9	3
Walsall Metropolitan Borough Council	7	7	2

Warrington Council	8	6	0
Warwick District Council	0	3	3
Warwickshire County Council	25	1	4
Watford Borough Council	1	10	1
Waveney District Council	0	4	3
Waverley Borough Council	1	3	1
Wealden District Council	0	2	0
Wellingborough Borough Council	0	0	0
Welwyn Hatfield Borough Council	0	5	0
West Berkshire Council	8	2	1
West Devon Borough Council	0	1	0
West Dorset District Council	0	2	0
West Lancashire Borough Council	0	2	0
West Lindsey District Council	0	4	1
West Oxfordshire District Council	0	0	1
West Somerset District Council	0	1	0
West Sussex County Council	49	0	10
Westminster City Council	11	25	7
Weymouth and Portland Borough Council	0	2	0
Wigan Metropolitan Borough Council	10	11	6
Wiltshire Council	23	1	6
Winchester City Council	0	2	0
Wirral Metropolitan Borough Council	32	3	6
Woking Borough Council	0	3	1
Wokingham Borough Council	3	4	2
Wolverhampton City Council	17	8	2
Worcester City Council	0	2	2
Worcestershire County Council	25	0	1
Worthing Borough Council	0	5	0
Wychavon District Council	0	2	1
Wycombe District Council	0	5	2
Wyre Borough Council	1	6	1
Wyre Forest District Council	1	0	1
Yorkshire Dales National Park Authority	0	0	0
Totals	2555	1815	1031

Notes

These statistics include all complaints and enquiries that were received from 01 April 2018 to 31 March 2019.

Some cases are received and decided in different business years. This means the number of complaints and enquiries

For more information on how to interpret our statistics, please visit: <http://www.lgo.org.uk/information-centre/ref>

and Enquiries Received (by Category) 2018-19

Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other
0	1	0	6	3	0
0	3	2	0	3	0
0	1	0	1	10	0
0	1	1	1	13	2
0	6	0	2	1	1
0	1	4	4	4	2
0	7	3	1	13	0
0	3	0	5	12	3
11	9	6	0	8	0
0	3	2	1	1	0
0	6	0	8	2	0
0	5	0	3	2	0
0	3	0	1	5	0
10	6	6	4	12	1
13	2	3	2	3	0
72	137	23	83	17	8
0	3	0	1	1	1
15	6	3	1	3	1
4	6	5	2	4	0
0	5	0	3	2	0
13	13	4	4	8	1
0	1	1	2	6	0
10	6	2	4	3	1
12	6	0	0	3	0
0	2	1	3	7	0
0	1	0	1	4	0
0	2	0	6	1	0
10	12	11	16	8	0
16	28	14	21	14	5
0	0	0	1	3	0
0	0	0	0	1	0
0	1	0	1	8	0
0	4	0	2	3	0
0	2	0	3	4	1
23	1	14	0	0	0
0	0	0	0	2	2
17	10	9	3	5	1
18	8	4	0	9	0

0	1	1	5	2	0
19	2	6	0	2	0
0	0	0	0	3	0
0	7	2	3	9	1
0	0	0	1	0	0
0	2	0	1	1	0
7	3	8	7	6	1
0	3	0	6	4	0
0	2	2	5	1	1
0	1	0	2	3	0
0	0	2	0	5	0
27	11	22	1	27	2
12	12	10	4	11	0
0	1	0	0	2	1
0	4	1	2	7	1
0	2	1	0	10	0
0	6	0	1	2	0
0	0	1	0	2	0
28	14	14	4	14	3
0	0	0	5	1	0
8	8	10	2	10	2
0	4	0	5	10	0
0	0	0	0	2	0
0	2	0	2	0	0
47	12	10	8	49	5
0	0	1	0	3	0
0	0	0	0	0	0
24	12	15	5	9	1
0	3	0	0	11	0
0	3	0	3	1	0
18	2	8	0	2	0
0	1	0	12	11	1
6	3	1	2	3	2
0	3	0	10	1	0
0	0	0	0	2	0
0	2	1	4	12	0
34	7	0	6	6	0
58	0	10	1	4	1
0	2	1	3	4	0
42	5	18	0	1	3
19	7	6	5	9	0
37	2	6	0	2	0
0	1	0	1	2	0
17	15	2	14	5	0
26	26	14	5	42	4
0	3	1	0	7	1
0	2	0	4	11	0
0	0	1	2	8	0
0	3	0	2	8	0

0	1	1	0	8	0
0	6	6	2	12	1
0	0	0	2	4	0
18	10	9	6	12	0
0	3	1	2	3	0
34	4	11	0	0	0
0	3	1	9	5	0
0	1	0	0	6	0
0	2	0	0	4	0
0	1	2	3	7	0
0	12	0	0	0	0
0	1	1	20	13	1
0	6	3	4	5	0
0	1	0	0	2	0
68	8	37	1	3	0
0	1	1	2	5	0
0	0	0	0	2	0
0	0	0	2	3	0
0	2	0	1	5	0
0	2	0	7	8	0
0	1	0	1	4	0
0	1	0	0	13	0
0	3	0	1	5	0
10	3	6	8	9	1
0	2	1	0	6	1
0	4	2	2	2	0
31	2	9	1	1	0
0	0	0	1	1	0
0	4	0	7	0	0
0	2	0	6	2	0
0	0	0	0	0	0
0	3	1	6	13	0
8	5	9	3	2	0
0	0	0	0	6	0
60	4	18	1	1	0
0	2	0	0	7	0
0	3	0	8	1	0
0	2	1	2	11	1
0	1	2	1	6	0
5	2	4	1	0	0
0	5	0	2	2	0
0	2	0	1	1	0
15	5	7	2	15	0
50	4	17	0	3	1
0	3	2	5	4	0
0	1	0	2	2	0
0	1	0	2	6	1
0	3	0	2	7	0
0	2	0	0	6	0

0	1	1	1	2	0
0	1	1	6	1	0
6	5	4	1	9	0
83	8	17	0	1	3
0	2	3	8	8	0
0	1	0	0	4	0
16	6	3	8	5	0
18	18	7	7	14	1
7	4	0	2	4	0
0	1	0	0	4	0
62	5	21	0	2	1
0	0	0	0	4	0
50	24	10	22	24	3
24	9	10	27	8	1
33	1	11	1	1	1
0	0	0	2	0	0
0	3	0	1	6	0
0	4	0	3	1	0
29	1	9	0	4	0
26	22	12	12	7	0
13	18	17	30	3	1
17	42	36	26	25	1
20	8	7	12	4	2
7	13	16	35	10	3
32	9	9	25	12	3
15	10	13	32	6	2
31	31	34	34	19	3
14	27	30	45	20	0
11	7	13	35	12	1
20	5	19	39	11	1
10	4	12	22	6	1
27	13	18	40	11	2
11	17	23	15	10	2
15	3	16	28	9	2
23	10	23	37	25	2
15	19	21	24	9	0
11	2	13	32	4	2
26	22	33	50	9	1
28	10	4	33	6	1
8	36	18	12	7	1
35	24	27	63	6	0
22	19	25	27	18	1
12	7	5	7	8	2
13	5	12	59	8	5
17	23	2	13	3	1
11	9	10	24	6	2
16	25	30	41	7	3
16	5	4	25	4	2
15	7	5	11	8	1

0	3	5	9	10	0
0	1	0	1	3	0
0	1	0	1	4	0
35	25	32	10	9	5
0	5	0	3	2	1
16	8	10	5	14	0
0	3	0	1	5	0
0	1	1	1	3	0
0	3	0	3	6	0
0	0	0	1	7	0
0	1	0	0	13	0
7	1	3	0	0	0
16	4	10	13	10	3
0	4	1	2	7	0
0	3	0	7	5	0
0	0	0	0	2	0
0	3	0	0	1	0
17	10	9	2	5	1
0	6	0	2	4	0
65	2	14	0	3	1
0	6	0	2	13	0
0	1	0	1	3	0
0	1	0	0	1	0
8	1	4	1	5	1
0	9	0	2	4	1
0	1	0	1	3	0
8	8	1	4	3	0
0	4	1	0	2	0
10	16	10	3	9	0
14	3	3	12	7	0
0	1	0	0	2	0
0	5	0	3	1	0
0	0	0	0	1	0
34	1	8	0	0	1
0	11	4	10	2	0
48	9	13	0	0	0
20	4	12	4	22	2
0	0	0	0	0	0
0	5	1	12	4	0
18	16	5	14	1	2
41	3	14	0	0	1
0	2	0	5	2	0
0	3	0	2	2	0
15	11	9	5	5	0
0	1	1	10	0	1
27	0	7	0	0	0
0	0	0	0	2	0
0	1	0	0	1	1
10	5	0	5	3	0

15	18	13	2	7	1
8	3	4	1	7	0
10	3	8	7	2	0
0	1	0	2	8	1
0	0	0	1	4	0
10	8	12	3	2	1
8	5	2	1	4	0
0	0	1	2	1	0
0	2	1	1	4	0
0	0	0	0	6	0
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received may not match the number of decisions made.

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