

**Complaints and Enquiries Decided (by Outcome) 2019-20**

Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
Adur District Council	0	2	0	5	1	0	8	0	45
Allerdale Borough Council	0	2	7	9	3	1	22	25	45
Amber Valley Borough Council	0	0	2	2	1	1	6	50	45
Arun District Council	1	0	6	3	5	4	19	44	45
Ashfield District Council	2	2	0	7	3	1	15	25	45
Ashford Borough Council	1	1	4	7	0	3	16	100	45
Aylesbury Vale District Council	0	1	7	21	1	5	35	83	45
Babergh District Council	1	2	1	2	5	2	13	29	45
Barnsley Metropolitan Borough Council	1	1	23	15	6	8	54	57	67
Barrow-in-Furness Borough Council	0	0	6	1	0	1	8	100	45
Basildon Borough Council	3	6	13	8	2	2	34	50	45
Basingstoke & Deane Borough Council	2	0	5	7	2	1	17	33	45
Bassetlaw District Council	0	0	5	7	2	2	16	50	45
Bath and North East Somerset Council	4	0	9	19	6	6	44	50	56
Bedford Borough Council	4	1	13	11	3	3	35	50	56
Birmingham City Council	27	33	180	149	34	119	542	78	67
Blaby District Council	0	0	1	2	1	3	7	75	45
Blackburn with Darwen Council	4	0	11	12	3	4	34	57	56
Blackpool Borough Council	2	1	22	8	3	6	42	67	56
Bolsover District Council	2	0	2	8	3	1	16	25	45
Bolton Metropolitan Borough Council	1	0	29	19	4	3	56	43	67
Boston Borough Council	0	0	3	4	2	2	11	50	45
Bournemouth Borough Council	0	0	0	4	4	8	16	67	56
Bournemouth, Christchurch and Poole Council	5	3	31	35	7	5	86	42	56
Bracknell Forest Council	1	0	13	10	1	5	30	83	56

Braintree District Council	0	0	2	4	3	2	11	40	45
Breckland District Council	0	0	1	5	1	1	8	50	45
Brentwood Borough Council	0	2	1	6	3	1	13	25	45
Brighton & Hove City Council	6	3	28	28	8	9	82	53	56
<b>Bristol City Council</b>	<b>9</b>	<b>6</b>	<b>44</b>	<b>48</b>	<b>13</b>	<b>20</b>	<b>140</b>	<b>61</b>	<b>56</b>
Broadland District Council	0	1	3	5	0	0	9		45
Broads Authority	0	0	0	1	1	1	3	50	23
Bromsgrove District Council	0	1	2	6	3	2	14	40	45
Broxbourne Borough Council	1	0	9	9	1	3	23	75	45
Broxtowe Borough Council	1	1	1	6	4	2	15	33	45
Buckinghamshire County Council	5	0	31	25	3	8	72	73	66
Burnley Borough Council	1	0	10	5	0	0	16		45
Bury Metropolitan Borough Council	4	2	24	27	9	6	72	40	67
Calderdale Metropolitan Borough Council	3	0	10	17	5	14	49	74	67
Cambridge City Council	0	1	2	6	2	2	13	50	45
Cambridgeshire County Council	2	0	24	28	2	12	68	86	66
Cannock Chase District Council	1	2	2	1	1	0	7	0	45
Canterbury City Council	1	0	8	7	5	5	26	50	45
Carlisle City Council	0	0	1	5	0	0	6		45
Castle Point Borough Council	1	1	2	2	3	1	10	25	45
Central Bedfordshire Council	2	0	15	23	3	6	49	67	56
Charnwood Borough Council	0	1	9	7	1	2	20	67	45
Chelmsford City Council	0	0	4	5	4	0	13	0	45
Cheltenham Borough Council	0	1	1	0	1	2	5	67	45
Cherwell District Council	0	0	2	11	2	3	18	60	45
Cheshire East Council	6	3	30	44	12	17	112	59	56
Cheshire West & Chester Council	5	2	24	24	7	9	71	56	56
Chesterfield Borough Council	2	1	7	4	0	0	14		45
Chichester District Council	0	0	1	7	6	1	15	14	45
Chiltern District Council	1	0	8	6	1	2	18	67	45
Chorley Borough Council	2	0	4	3	0	1	10	100	45
Christchurch Borough Council	0	0	0	1	0	0	1		45
City Of Bradford Metropolitan District Council	9	1	52	32	14	21	129	60	67
City of London	1	0	2	4	0	1	8	100	70
City of York Council	4	2	15	24	4	12	61	75	56
Colchester Borough Council	2	0	9	6	3	1	21	25	45
Copeland Borough Council	0	0	0	6	1	0	7	0	45
Corby Borough Council	1	1	3	5	0	2	12	100	45

Cornwall Council	8	5	44	63	23	33	176	59	56
Cotswold District Council	0	0	1	3	2	1	7	33	45
Council of the Isles of Scilly	0	0	0	1	0	0	1		56
Coventry City Council	12	1	39	42	11	11	116	50	67
Craven District Council	0	0	1	5	1	0	7	0	45
Crawley Borough Council	1	3	4	9	3	1	21	25	45
Cumbria County Council	4	0	22	22	4	12	64	75	66
Dacorum Borough Council	1	2	10	8	1	2	24	67	45
Darlington Borough Council	2	0	9	13	1	6	31	86	56
Dartford Borough Council	2	1	3	4	1	4	15	80	45
Dartmoor National Park Authority	0	0	0	2	0	1	3	100	23
Daventry District Council	0	0	5	7	5	5	22	50	45
Derby City Council	3	0	22	18	6	7	56	54	56
Derbyshire County Council	9	2	47	40	5	19	122	79	66
Derbyshire Dales District Council	0	0	3	6	1	0	10	0	45
Devon County Council	6	1	28	33	15	21	104	58	66
Doncaster Metropolitan Borough Council	0	4	25	24	2	7	62	78	67
Dorset Council	4	2	24	28	11	5	74	31	56
Dorset County Council	0	0	0	8	6	6	20	50	66
Dover District Council	0	2	2	5	4	0	13	0	45
Dudley Metropolitan Borough Council	4	6	31	22	6	11	80	65	67
Durham County Council	9	0	31	64	15	21	140	58	56
East Cambridgeshire District Council	0	0	3	7	1	2	13	67	45
East Devon District Council	0	0	2	6	5	2	15	29	45
East Dorset District Council	0	0	0	2	0	0	2		45
East Hampshire District Council	0	0	2	6	1	2	11	67	45
East Hertfordshire District Council	1	0	2	4	0	4	11	100	45
East Lindsey District Council	0	0	13	7	5	2	27	29	45
East Northamptonshire Council	0	0	3	2	0	0	5		45
East Riding of Yorkshire Council	3	1	11	30	9	13	67	59	56
East Staffordshire Borough Council	0	0	2	3	0	0	5		45
East Suffolk Council	3	0	6	16	2	2	29	50	45
East Sussex County Council	10	0	26	26	18	20	100	53	66
Eastbourne Borough Council	0	2	6	3	1	1	13	50	45
Eastleigh Borough Council	2	1	4	9	5	3	24	38	45
Eden District Council	0	0	1	1	3	1	6	25	45
Elmbridge Borough Council	0	0	6	6	0	4	16	100	45
Environment Agency	0	1	2	6	4	0	13	0	

Epping Forest District Council	1	2	3	12	5	10	33	67	45
Epsom & Ewell Borough Council	4	0	6	12	1	0	23	0	45
Erewash Borough Council	0	0	5	8	0	0	13		45
Essex County Council	17	2	72	96	24	50	261	68	66
Exeter City Council	0	0	2	6	0	2	10	100	45
Exmoor National Park Authority	0	0	0	0	1	0	1	0	23
Fareham Borough Council	1	0	5	5	0	0	11		45
Fenland District Council	1	0	2	2	1	0	6	0	45
Folkestone & Hythe District Council	3	1	8	11	3	2	28	40	45
Forest Heath District Council	0	0	0	2	0	0	2		45
Forest of Dean District Council	0	0	2	6	0	2	10	100	45
Fylde Borough Council	0	0	4	2	2	1	9	33	45
Gateshead Metropolitan Borough Council	1	4	16	21	4	4	50	50	67
Gedling Borough Council	0	0	2	7	4	1	14	20	45
Gloucester City Council	1	1	8	2	1	0	13	0	45
Gloucestershire County Council	4	0	20	36	11	12	83	52	66
Gosport Borough Council	1	0	0	2	1	0	4	0	45
Gravesham Borough Council	1	3	9	4	3	1	21	25	45
Great Yarmouth Borough Council	0	1	4	1	4	3	13	43	45
Greater London Authority	0	0	0	1	0	0	1		
Guildford Borough Council	1	1	2	5	4	2	15	33	45
Halton Borough Council	4	1	7	23	6	4	45	40	56
Hambleton District Council	0	0	3	7	5	0	15	0	45
Hampshire County Council	13	0	48	37	17	21	136	55	66
Harborough District Council	0	0	0	5	0	2	7	100	45
Harlow District Council	1	3	5	3	1	0	13	0	45
Harrogate Borough Council	1	0	9	12	6	3	31	33	45
Hart District Council	0	0	2	3	2	0	7	0	45
Hartlepool Borough Council	0	2	3	10	6	3	24	33	56
Hastings Borough Council	1	0	3	6	0	1	11	100	45
Havant Borough Council	1	0	10	9	3	0	23	0	45
Herefordshire Council	3	0	16	19	6	15	59	71	56
Hertfordshire County Council	8	2	37	35	4	29	115	88	66
Hertsmere Borough Council	1	0	7	4	0	3	15	100	45
High Peak Borough Council	0	1	3	3	0	0	7		45
Hinckley & Bosworth Borough Council	0	0	2	7	6	0	15	0	45
Horsham District Council	1	0	2	6	4	2	15	33	45
Huntingdonshire District Council	1	1	4	10	2	2	20	50	45

Hyndburn Borough Council	0	0	2	2	1	0	5	0	45
Ipswich Borough Council	1	2	5	6	0	2	16	100	45
Isle of Wight Council	5	0	12	10	8	7	42	47	56
Kent County Council	14	2	61	69	27	39	212	59	66
Kettering Borough Council	0	1	9	5	1	0	16	0	45
King's Lynn & West Norfolk Council	0	0	3	5	2	0	10	0	45
Kingston upon Hull City Council	5	3	21	21	3	4	57	57	56
Kirklees Metropolitan Borough Council	9	2	53	31	11	12	118	52	67
Knowsley Metropolitan Borough Council	0	1	6	3	3	9	22	75	67
Lake District National Park Authority	0	0	0	1	5	0	6	0	23
Lancashire County Council	12	3	66	52	16	28	177	64	66
Lancaster City Council	1	0	1	3	2	0	7	0	45
Leeds City Council	11	13	58	63	18	31	194	63	67
Leicester City Council	7	2	40	34	14	22	119	61	56
Leicestershire County Council	4	0	26	19	5	18	72	78	66
Lewes District Council	1	1	7	3	0	1	13	100	45
Lichfield District Council	1	0	0	3	2	1	7	33	45
Lincoln City Council	0	3	3	4	4	0	14	0	45
Lincolnshire County Council	2	0	23	22	11	9	67	45	66
Liverpool City Council	9	2	46	47	3	22	129	88	67
London Borough of Barking & Dagenham	8	10	59	27	2	13	119	87	70
London Borough of Barnet	12	3	64	60	13	32	184	71	70
London Borough of Bexley	1	0	28	30	9	22	90	71	70
London Borough Of Brent	5	6	55	44	8	19	137	68	70
London Borough of Bromley	7	2	49	40	15	28	141	65	70
London Borough of Camden	10	6	39	32	7	13	107	65	70
London Borough of Croydon	14	8	83	44	24	31	204	56	70
London Borough of Ealing	6	7	79	69	10	27	198	73	70
London Borough of Enfield	10	13	57	38	13	20	151	61	70
London Borough of Hackney	11	8	33	35	11	15	113	58	70
London Borough of Hammersmith & Fulham	7	11	20	22	13	10	83	43	70
London Borough of Haringey	10	11	59	43	8	33	164	80	70
London Borough of Harrow	11	1	49	54	9	24	148	73	70
London Borough of Havering	8	4	32	48	10	12	114	55	70
London Borough of Hillingdon	14	8	21	50	10	25	128	71	70
London Borough of Hounslow	6	3	48	44	6	18	125	75	70
London Borough of Islington	4	6	30	21	7	17	85	71	70
London Borough of Lambeth	11	28	92	59	13	24	227	65	70

London Borough of Lewisham	6	3	62	28	9	21	129	70	70
London Borough of Merton	11	1	29	33	7	25	106	78	70
London Borough of Newham	28	30	84	54	12	22	230	65	70
London Borough of Redbridge	6	2	52	46	6	28	140	82	70
London Borough of Richmond upon Thames	3	0	24	32	6	9	74	60	70
London Borough of Southwark	7	18	59	48	5	24	161	83	70
London Borough of Sutton	4	6	24	22	3	15	74	83	70
London Borough of Tower Hamlets	8	7	39	42	8	16	120	67	70
London Borough of Waltham Forest	6	7	73	54	9	20	169	69	70
London Borough of Wandsworth	5	6	19	26	5	19	80	79	70
Luton Borough Council	6	4	23	13	11	13	70	54	56
Maidstone Borough Council	6	1	6	19	4	7	43	64	45
Maldon District Council	0	0	5	6	0	1	12	100	45
Malvern Hills District Council	0	0	0	2	2	2	6	50	45
Manchester City Council	11	2	46	72	12	17	160	59	67
Mansfield District Council	1	2	5	5	1	1	15	50	45
Medway Council	3	3	20	35	8	11	80	58	56
Melton Borough Council	0	1	0	5	2	2	10	50	45
Mendip District Council	2	0	6	4	3	0	15	0	45
Mid Devon District Council	0	0	4	4	2	1	11	33	45
Mid Suffolk District Council	1	1	2	6	0	3	13	100	45
Mid Sussex District Council	1	0	3	7	4	2	17	33	45
Middlesbrough Borough Council	4	0	10	16	3	4	37	57	56
Milton Keynes Council	11	3	24	27	3	10	78	77	56
Mole Valley District Council	0	0	5	10	3	0	18	0	45
New Forest District Council	0	2	7	3	3	0	15	0	45
New Forest National Park Authority	0	0	1	2	0	0	3		23
Newark & Sherwood District Council	0	1	2	8	0	1	12	100	45
Newcastle upon Tyne City Council	4	2	21	17	6	12	62	67	67
Newcastle-under-Lyme Borough Council	0	0	4	2	1	3	10	75	45
Norfolk County Council	6	1	44	33	22	37	143	63	66
North Devon District Council	0	0	1	14	2	3	20	60	45
North Dorest District Council	0	0	0	0	0	1	1	100	45
North East Derbyshire District Council	0	0	1	2	2	0	5	0	45
North East Lincolnshire Council	3	0	19	17	9	2	50	18	56
North Hertfordshire District Council	2	0	7	4	2	3	18	60	45
North Kesteven District Council	0	0	0	6	0	4	10	100	45
North Lincolnshire Council	2	0	14	12	2	5	35	71	56

North Norfolk District Council	0	0	5	2	3	0	10	0	45
North Somerset Council	2	3	29	27	5	8	74	62	56
North Tyneside Metropolitan Borough Council	3	1	16	20	4	8	52	67	67
North Warwickshire Borough Council	0	1	3	0	0	0	4		45
North West Leicestershire District Council	1	0	3	2	2	1	9	33	45
North York Moors National Park Authority	0	0	0	0	1	0	1	0	23
North Yorkshire County Council	5	0	27	25	9	18	84	67	66
Northampton Borough Council	2	2	7	10	4	7	32	64	45
Northamptonshire County Council	3	2	28	31	7	22	93	76	66
Northumberland County Council	5	0	25	35	17	9	91	35	56
Northumberland National Park Authority	0	0	0	0	0	0	0		23
Norwich City Council	3	1	16	15	3	7	45	70	45
Nottingham City Council	3	2	29	33	7	12	86	63	56
Nottinghamshire County Council	5	0	25	34	13	27	104	68	66
Nuneaton & Bedworth Borough Council	2	1	8	16	5	4	36	44	45
Oadby & Wigston Borough Council	0	0	4	2	2	3	11	60	45
Oldham Metropolitan Borough Council	3	1	29	25	6	7	71	54	67
Oxford City Council	0	4	6	2	0	0	12		45
Oxfordshire County Council	2	1	23	12	5	16	59	76	66
Peak District National Park Authority	0	0	0	1	1	1	3	50	23
Pendle Borough Council	1	0	10	4	1	0	16	0	45
Peterborough City Council	6	0	16	11	5	4	42	44	56
Plymouth City Council	0	1	36	47	11	12	107	52	56
Poole Borough Council	1	0	1	3	3	1	9	25	56
Portsmouth City Council	3	0	11	15	5	6	40	55	56
Preston City Council	0	0	5	5	7	1	18	13	45
Purbeck District Council	0	0	0	1	1	1	3	50	45
Reading Borough Council	5	3	10	19	3	3	43	50	56
Redcar & Cleveland Council	0	1	14	13	3	1	32	25	56
Redditch Borough Council	1	1	2	4	0	0	8		45
Reigate & Banstead Borough Council	2	1	2	5	2	1	13	33	45
Ribble Valley Borough Council	2	0	1	5	0	0	8		45
Richmondshire District Council	0	0	2	2	0	0	4		45
Rochdale Metropolitan Borough Council	0	3	16	15	8	7	49	47	67
Rochford District Council	0	0	4	6	0	1	11	100	45
Rossendale Borough Council	1	0	14	1	4	2	22	33	45
Rother District Council	1	0	4	9	2	3	19	60	45
Rotherham Metropolitan Borough Council	5	0	29	25	3	4	66	57	67

Royal Borough of Greenwich	10	6	31	44	5	25	121	83	70
Royal Borough of Kensington & Chelsea	6	4	18	13	6	11	58	65	70
Royal Borough of Kingston upon Thames	6	4	20	15	3	10	58	77	70
Royal Borough of Windsor and Maidenhead Council	4	0	14	16	8	7	49	47	56
Rugby Borough Council	1	0	6	4	3	0	14	0	45
Runnymede Borough Council	2	0	2	4	2	1	11	33	45
Rushcliffe Borough Council	0	0	1	1	2	1	5	33	45
Rushmoor Borough Council	0	0	1	2	2	0	5	0	45
Rutland County Council	0	0	2	2	0	1	5	100	56
Ryedale District Council	0	0	2	4	0	1	7	100	45
Salford City Council	3	0	32	26	5	12	78	71	67
Sandwell Metropolitan Borough Council	12	5	49	22	2	15	105	88	67
Scarborough Borough Council	0	0	5	7	2	1	15	33	45
Sedgemoor District Council	1	0	1	7	2	0	11	0	45
Sefton Metropolitan Borough Council	4	1	26	19	3	13	66	81	67
Selby District Council	1	2	4	7	2	3	19	60	45
Sevenoaks District Council	0	1	2	7	1	2	13	67	45
Sheffield City Council	8	7	40	53	4	34	146	89	67
Shropshire Council	5	1	23	29	16	11	85	41	56
Slough Borough Council	4	5	19	16	6	5	55	45	56
Solihull Metropolitan Borough Council	3	3	11	15	4	5	41	56	67
Somerset County Council	7	3	27	18	7	21	83	75	66
Somerset West and Taunton Council	4	0	5	10	2	1	22	33	45
South Bucks District Council	0	0	10	3	1	2	16	67	45
South Cambridgeshire District Council	1	0	6	7	4	2	20	33	45
South Derbyshire District Council	0	0	2	3	1	1	7	50	45
South Downs National Park Authority	0	0	1	0	1	0	2	0	23
South Gloucestershire Council	2	0	23	21	6	2	54	25	56
South Hams District Council	1	0	2	7	1	2	13	67	45
South Holland District Council	0	1	1	8	0	1	11	100	45
South Kesteven District Council	0	2	7	3	4	1	17	20	45
South Lakeland District Council	0	0	0	4	10	0	14	0	45
South Norfolk District Council	1	0	5	5	0	1	12	100	45
South Northamptonshire District Council	0	0	1	2	0	1	4	100	45
South Oxfordshire District Council	0	0	3	10	3	1	17	25	45
South Ribble Borough Council	1	0	2	3	1	0	7	0	45
South Somerset District Council	1	0	6	8	2	2	19	50	45
South Staffordshire District Council	0	0	4	2	1	0	7	0	45



South Tyneside Metropolitan Borough Council	0	1	16	12	5	6	40	55	67
Southampton City Council	4	2	22	19	3	7	57	70	56
Southend-on-Sea Borough Council	6	1	28	18	3	7	63	70	56
Spelthorne Borough Council	1	0	8	4	1	0	14	0	45
St Albans City Council	2	0	8	10	2	2	24	50	45
St Edmundsbury Borough Council	0	0	0	0	1	2	3	67	45
St Helens Metropolitan Borough Council	5	0	17	7	2	6	37	75	67
Stafford Borough Council	0	0	6	6	1	1	14	50	45
Staffordshire County Council	6	0	42	47	18	26	139	59	66
Staffordshire Moorlands District Council	0	0	0	3	0	2	5	100	45
Stevenage Borough Council	1	4	3	3	0	1	12	100	45
Stockport Metropolitan Borough Council	4	1	17	25	7	10	64	59	67
Stockton-on-Tees Borough Council	4	0	14	15	4	6	43	60	56
Stoke-on-Trent City Council	3	5	30	39	6	9	92	60	56
Stratford-on-Avon District Council	1	0	7	5	4	1	18	20	45
Stroud District Council	1	0	6	9	2	0	18	0	45
Suffolk Coastal District Council	0	0	0	1	1	3	5	75	45
Suffolk County Council	6	0	27	40	7	23	103	77	66
Sunderland City Council	6	2	30	27	4	7	76	64	67
Surrey County Council	13	0	63	63	16	33	188	67	66
Surrey Heath Borough Council	0	0	2	5	4	2	13	33	45
Swale Borough Council	1	0	3	13	2	5	24	71	45
Swindon Borough Council	6	5	29	11	3	7	61	70	56
Tameside Metropolitan Borough Council	5	1	18	26	8	7	65	47	67
Tamworth Borough Council	2	2	5	2	1	1	13	50	45
Tandridge District Council	0	3	6	5	2	2	18	50	45
Taunton Deane Borough Council	0	0	0	0	1	2	3	67	45
Teignbridge District Council	0	0	4	10	5	0	19	0	45
Telford & Wrekin Council	3	0	14	16	6	7	46	54	56
Tendring District Council	1	1	13	7	1	5	28	83	45
Test Valley Borough Council	0	0	3	3	1	1	8	50	45
Tewkesbury Borough Council	0	0	3	5	1	2	11	67	45
Thanet District Council	1	0	6	4	3	17	31	85	45
Three Rivers District Council	1	2	5	3	3	0	14	0	45
Thurrock Council	8	1	17	12	7	10	55	59	56
Tonbridge and Malling Borough Council	0	0	9	4	2	1	16	33	45
Torbay Council	4	0	22	31	7	8	72	53	56
Torrington District Council	2	0	2	6	16	2	28	11	45

Trafford Council	4	1	37	24	8	19	93	70	67
Transport for London	14	0	173	111	3	20	321	87	
Tunbridge Wells Borough Council	0	0	4	6	2	0	12	0	45
Uttlesford District Council	0	0	0	4	0	2	6	100	45
Vale of White Horse District Council	0	0	6	7	3	2	18	40	45
Wakefield City Council	3	2	18	28	12	7	70	37	67
Walsall Metropolitan Borough Council	4	0	19	20	6	12	61	67	67
Warrington Council	2	1	16	15	4	7	45	64	56
Warwick District Council	2	0	6	7	2	0	17	0	45
Warwickshire County Council	1	1	20	16	2	6	46	75	66
Watford Borough Council	0	0	8	13	4	5	30	56	45
Waveney District Council	0	0	1	1	0	1	3	100	45
Waverley Borough Council	1	2	4	5	2	2	16	50	45
Wealden District Council	0	1	3	10	3	1	18	25	45
Wellingborough Borough Council	1	0	3	3	0	2	9	100	45
Welwyn Hatfield Borough Council	0	2	5	14	2	3	26	60	45
West Berkshire Council	3	2	7	15	5	6	38	55	56
West Devon Borough Council	0	0	2	2	3	1	8	25	45
West Dorset District Council	0	0	0	1	2	1	4	33	45
West Lancashire Borough Council	1	0	3	4	1	0	9	0	45
West Lindsey District Council	0	0	2	8	4	1	15	20	45
West Oxfordshire District Council	0	0	2	5	2	0	9	0	45
West Somerset District Council	0	0	0	1	0	0	1		45
West Suffolk Council	0	0	8	6	1	2	17	67	45
West Sussex County Council	4	1	34	57	18	25	139	58	66
Westminster City Council	6	11	41	20	8	21	107	72	70
Weymouth & Portland District Council	0	0	0	1	0	1	2	100	45
Wigan Metropolitan Borough Council	7	3	37	21	10	4	82	29	67
Wiltshire Council	6	2	19	24	18	19	88	51	56
Winchester City Council	0	1	6	7	0	2	16	100	45
Wirral Metropolitan Borough Council	6	1	25	39	8	27	106	77	67
Woking Borough Council	0	1	4	0	3	0	8	0	45
Wokingham Borough Council	1	0	16	12	5	16	50	76	56
Wolverhampton City Council	4	2	23	21	5	7	62	58	67
Worcester City Council	0	0	6	5	0	5	16	100	45
Worcestershire County Council	4	2	30	14	3	19	72	86	66
Worthing Borough Council	0	1	3	7	1	6	18	86	45
Wychavon District Council	0	0	3	3	1	2	9	67	45

Wycombe District Council	0	0	11	5	0	3	19	100	45
Wyre Borough Council	0	0	8	4	2	1	15	33	45
Wyre Forest District Council	1	1	3	4	0	2	11	100	45
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0		23
<b>Totals</b>	<b>997</b>	<b>562</b>	<b>5634</b>	<b>5723</b>	<b>1630</b>	<b>2585</b>	<b>17131</b>		

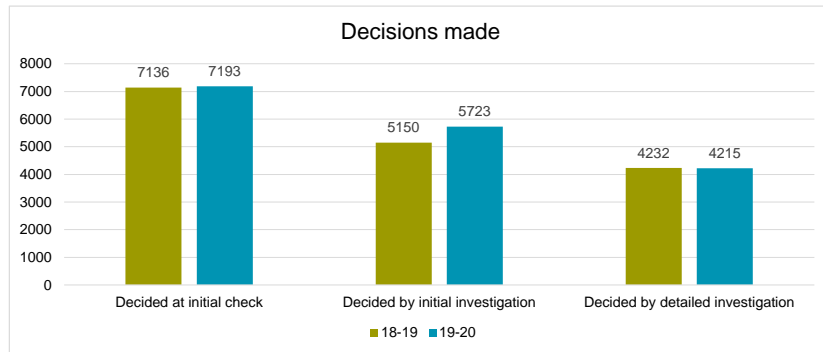
**Notes**

These statistics include all complaints and enquiries that were decided from 01 April 2019 to 31 March 2020.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

You can find comparisons with last year's data on the second and third tabs of this workbook.

For more information on how to interpret our statistics: <http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>.



**Initial check**

We carry out some basic checks like whether:

- the authority has had the chance to consider the complaint
- it looks like we might be the right people to help at this stage

We categorise these decisions as 'referred back for local resolution', 'advice given' or 'incomplete/invalid'

**Initial investigation**

We decide whether to investigate the complaint by checking if:

- the issue is something the law allows us to look into and;
- there is good reason for us to formally investigate

We categorise these decisions as 'closed after initial enquiries'

**Detailed investigation**

We make a decision on whether the organisation was at fault by:

- investigating what happened, and what should have happened, according to the laws and policies in place at the time
- making recommendations to put things right if necessary

We categorise these complaints as 'upheld' or 'not upheld'

Uphold rates by category

