

Complaints and Enquiries Received (by Category) 2020-21

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Adur District Council	0	1	3	0	0	0	7	1	1	13
Allerdale Borough Council	0	0	4	1	6	0	1	4	0	16
Amber Valley Borough Council	0	1	0	0	1	0	0	9	0	11
Arun District Council	1	4	1	0	1	0	0	8	0	15
Ashfield District Council	0	3	2	0	5	1	1	2	1	15
Ashford Borough Council	0	2	0	0	0	0	5	11	0	18
Aylesbury Vale District Council	0	0	0	0	0	0	1	1	0	2
Babergh District Council	0	0	3	0	1	0	2	6	0	12
Barnsley Metropolitan Borough Council	5	1	0	4	6	1	1	3	0	21
Barrow-in-Furness Borough Council	0	1	3	0	2	0	0	1	0	7
Basildon Borough Council	0	1	1	0	5	0	8	2	1	18
Basingstoke & Deane Borough Council	1	1	0	0	9	3	2	9	0	25
Bassetlaw District Council	0	4	1	0	2	0	1	4	0	12
Bath and North East Somerset Council	1	5	3	6	3	2	1	7	1	29
Bedford Borough Council	3	1	2	12	10	2	2	2	0	34
Birmingham City Council	40	44	8	60	69	22	102	15	2	362
Blaby District Council	0	0	1	0	1	0	1	5	0	8
Blackburn with Darwen Council	5	3	4	6	4	3	0	2	0	27
Blackpool Borough Council	6	1	5	3	4	1	3	3	0	26
Bolsover District Council	0	0	1	0	2	0	2	1	0	6
Bolton Metropolitan Borough Council	11	2	0	4	6	5	3	6	1	38
Boston Borough Council	0	0	1	0	2	0	0	2	0	5
Bournemouth, Christchurch and Poole Council	14	3	9	18	16	9	10	18	1	98
Bracknell Forest Council	2	0	1	6	4	2	0	3	0	18
Braintree District Council	0	0	1	0	0	0	0	10	0	11
Breckland District Council	0	0	1	0	1	0	2	7	0	11
Brentwood Borough Council	0	1	1	0	4	0	4	5	0	15
Brighton & Hove City Council	3	6	4	4	7	5	9	5	1	44
Bristol City Council	8	11	5	13	19	9	16	16	1	98
Broadland District Council	0	0	0	0	3	0	1	4	0	8
Broads Authority	0	0	1	0	0	1	0	0	0	2
Bromsgrove District Council	0	4	0	0	0	0	0	3	0	7
Broxbourne Borough Council	0	2	0	0	4	2	0	1	1	10
Broxtowe Borough Council	0	1	1	0	2	0	7	2	0	13
Buckinghamshire Council	11	8	6	21	7	9	9	22	0	93
Buckinghamshire County Council	2	0	0	8	1	3	0	0	0	14
Burnley Borough Council	0	4	1	0	4	0	0	3	0	12
Bury Metropolitan Borough Council	5	4	1	13	5	5	3	1	1	38
Calderdale Metropolitan Borough Council	5	6	2	9	6	10	0	10	0	48
Cambridge City Council	0	0	1	0	2	0	3	6	0	12
Cambridgeshire County Council	12	0	1	16	2	8	0	0	0	39
Cannock Chase District Council	0	2	1	0	1	0	3	2	1	10
Canterbury City Council	0	0	1	0	5	2	4	8	0	20
Carlisle City Council	1	0	1	0	2	0	0	2	0	6
Castle Point Borough Council	0	1	0	0	1	0	3	1	0	6
Central Bedfordshire Council	4	3	1	11	2	2	3	6	1	33
Charnwood Borough Council	0	3	1	0	2	0	4	4	0	14
Chelmsford City Council	0	0	0	0	1	1	1	3	0	6
Cheltenham Borough Council	0	1	0	0	2	1	1	6	0	11
Cherwell District Council	0	0	1	0	2	0	0	5	0	8
Cheshire East Council	10	4	6	25	9	10	4	11	0	79
Cheshire West & Chester Council	8	3	4	14	9	4	1	13	1	57
Chesterfield Borough Council	0	0	0	1	0	0	1	4	0	6
Chichester District Council	0	1	0	0	2	1	0	2	0	6
Chiltern District Council	0	0	0	0	0	0	0	0	0	0
Chorley Borough Council	0	0	1	0	1	0	0	7	0	9
City Of Bradford Metropolitan District Council	17	26	5	32	9	7	4	10	0	110
City of London	0	4	1	1	1	2	1	1	0	11
City of Wolverhampton Council	7	3	3	9	8	1	4	5	0	40
City of York Council	6	3	3	5	2	8	2	9	0	38
Colchester Borough Council	0	2	1	0	4	4	1	3	0	15
Copeland Borough Council	0	1	0	0	0	0	0	1	0	2
Corby Borough Council	0	1	1	0	1	0	2	1	0	6
Cornwall Council	22	11	6	13	5	10	8	37	3	115
Cotswold District Council	0	2	1	0	1	0	0	4	0	8
Council of the Isles of Scilly	0	0	0	1	0	0	0	7	0	8
Coventry City Council	7	3	3	17	6	6	7	5	0	54
Craven District Council	0	5	1	0	0	0	0	7	0	13
Crawley Borough Council	0	1	0	0	2	0	4	4	0	11
Cumbria County Council	15	0	3	15	1	9	0	2	1	46
Dacorum Borough Council	0	1	1	0	0	0	4	9	2	17
Darlington Borough Council	8	1	1	3	1	0	1	3	1	19
Dartford Borough Council	0	1	0	0	1	0	7	3	0	12
Dartmoor National Park Authority	0	0	0	0	0	0	0	5	0	5
Daventry District Council	0	0	0	0	2	0	0	9	0	11
Derby City Council	6	4	2	12	1	0	1	0	0	26
Derbyshire County Council	19	0	6	44	1	10	0	0	1	81
Derbyshire Dales District Council	0	1	1	0	4	0	1	6	0	13
Devon County Council	16	1	1	39	7	30	0	1	2	97
Doncaster Metropolitan Borough Council	4	20	7	9	4	3	2	5	2	56
Dorset Council	14	5	4	17	10	3	1	15	0	69
Dover District Council	0	2	2	0	1	0	5	4	0	14

Dudley Metropolitan Borough Council	14	1	3	13	7	5	9	5	1	58
Durham County Council	22	3	5	22	13	7	2	23	0	97
East Cambridgeshire District Council	0	1	0	0	0	0	1	6	0	8
East Devon District Council	0	1	0	0	0	1	4	7	0	13
East Hampshire District Council	0	1	1	0	2	1	2	3	0	10
East Hertfordshire District Council	0	3	0	0	3	0	1	7	0	14
East Lindsey District Council	0	2	3	0	2	0	1	5	0	13
East Northamptonshire Council	0	0	0	0	1	0	0	5	0	6
East Riding of Yorkshire Council	11	1	5	13	8	0	7	10	1	56
East Staffordshire Borough Council	0	1	0	0	2	0	0	2	0	5
East Suffolk Council	0	4	1	0	9	5	5	11	0	35
East Sussex County Council	27	0	1	24	3	8	0	1	0	64
Eastbourne Borough Council	0	3	1	0	3	0	6	1	0	14
Eastleigh Borough Council	1	0	1	0	0	1	1	5	0	9
Eden District Council	0	1	0	0	0	1	0	1	0	3
Elmbridge Borough Council	0	0	1	0	0	0	1	5	0	7
Environment Agency	0	0	0	0	7	0	0	0	0	7
Epping Forest District Council	0	2	1	0	1	0	5	11	0	20
Epsom & Ewell Borough Council	0	1	2	0	5	0	0	4	0	12
Erewash Borough Council	0	2	0	0	2	0	0	6	0	10
Essex County Council	44	0	5	48	9	26	0	2	0	134
Exeter City Council	0	0	1	0	1	0	4	1	0	7
Exmoor National Park Authority	0	0	0	0	0	0	0	1	0	1
Fareham Borough Council	1	3	1	0	1	0	2	4	0	12
Fenland District Council	0	3	0	0	0	0	1	3	0	7
Folkestone & Hythe District Council	1	0	2	0	6	0	5	3	0	17
Forest of Dean District Council	0	1	1	0	1	0	1	5	0	9
Fylde Borough Council	0	1	0	0	1	0	0	4	0	6
Gateshead Metropolitan Borough Council	3	0	3	9	2	4	5	8	2	36
Gedling Borough Council	0	0	0	0	1	0	1	0	0	2
Gloucester City Council	0	1	1	0	3	0	3	1	0	9
Gloucestershire County Council	19	0	0	21	0	11	0	2	1	54
Gosport Borough Council	0	0	0	0	0	1	1	1	0	3
Gravesham Borough Council	1	0	0	0	1	1	7	1	0	11
Great Yarmouth Borough Council	0	1	0	0	2	0	1	3	0	7
Greater London Authority	0	0	2	0	0	0	0	0	0	2
Guildford Borough Council	1	1	3	0	1	0	2	4	0	12
Halton Borough Council	2	1	2	5	3	3	0	1	0	17
Hambleton District Council	0	0	1	0	2	0	0	2	0	5
Hampshire County Council	19	0	5	48	4	35	0	3	1	115
Harborough District Council	0	0	2	0	2	1	0	4	0	9
Harlow District Council	0	0	1	0	4	1	12	0	1	19
Harrogate Borough Council	1	1	2	0	1	0	4	6	0	15
Hart District Council	0	1	1	0	0	0	0	3	0	5
Hartlepool Borough Council	4	1	2	2	0	1	1	4	1	16
Hastings Borough Council	0	3	0	0	3	0	1	3	0	10
Havant Borough Council	0	2	1	0	1	1	1	5	0	11
Herefordshire Council	6	3	7	10	5	6	0	13	0	50
Hertfordshire County Council	21	0	6	34	5	14	0	0	2	82
Hertsmere Borough Council	1	4	0	0	1	2	4	2	0	14
High Peak Borough Council	0	2	1	0	2	0	0	0	0	5
Hinckley & Bosworth Borough Council	0	0	1	0	0	0	1	6	1	9
Horsham District Council	0	1	1	0	2	1	2	5	0	12
Huntingdonshire District Council	1	11	1	0	3	0	0	6	0	22
Hyndburn Borough Council	0	2	0	0	1	0	1	1	0	5
Ipswich Borough Council	0	4	2	0	1	0	2	2	0	11
Isle of Wight Council	10	3	2	6	3	3	2	6	0	35
Kent County Council	56	0	4	79	5	9	1	1	1	156
Kettering Borough Council	0	3	2	0	0	0	2	3	1	11
King's Lynn & West Norfolk Council	0	1	0	0	0	0	3	4	0	8
Kingston upon Hull City Council	10	0	10	19	3	4	5	1	1	53
Kirklees Metropolitan Borough Council	8	13	5	9	12	5	7	14	0	73
Knowsley Metropolitan Borough Council	5	0	1	3	0	0	0	1	0	10
Lake District National Park Authority	0	0	0	0	0	0	0	6	0	6
Lancashire County Council	44	0	7	55	4	11	0	3	0	124
Lancaster City Council	1	1	4	0	1	1	2	1	0	11
Leeds City Council	23	10	14	23	18	4	24	17	2	135
Leicester City Council	8	8	10	16	4	5	11	6	1	69
Leicestershire County Council	10	0	0	22	3	13	0	4	0	52
Lewes District Council	0	0	2	0	2	1	2	7	0	14
Lichfield District Council	0	1	0	0	1	0	0	4	0	6
Lincoln City Council	0	2	0	0	2	1	3	1	1	10
Lincolnshire County Council	24	0	1	15	2	7	0	3	0	52
Liverpool City Council	14	9	3	18	4	4	9	10	0	71
London Borough of Barking & Dagenham	7	3	6	17	13	25	20	6	3	100
London Borough of Barnet	13	16	7	15	13	19	19	20	0	122
London Borough of Bexley	10	3	1	14	9	1	10	11	1	60
London Borough of Brent	15	13	4	14	12	13	20	4	0	95
London Borough of Bromley	11	7	4	24	5	12	12	11	0	86
London Borough of Camden	12	6	2	9	4	11	27	6	1	78
London Borough of Croydon	25	8	7	23	17	19	23	19	2	143
London Borough of Ealing	20	21	5	10	20	20	37	10	1	144
London Borough of Enfield	11	10	7	9	13	14	27	9	6	106
London Borough of Hackney	17	7	2	14	4	17	26	4	4	95
London Borough of Hammersmith & Fulham	8	4	1	5	6	7	22	5	1	59
London Borough of Haringey	22	21	3	16	12	6	32	7	3	122
London Borough of Harrow	6	18	5	8	9	11	15	1	0	73
London Borough of Havering	6	4	2	8	4	9	15	6	1	55
London Borough of Hillingdon	17	9	3	5	12	13	20	8	0	87
London Borough of Hounslow	16	9	4	7	6	11	21	8	2	84
London Borough of Islington	8	6	3	10	3	6	23	3	2	64
London Borough of Lambeth	16	16	3	12	9	23	41	7	7	134

London Borough of Lewisham	5	28	6	11	8	11	21	12	0	102
London Borough of Merton	8	7	3	7	5	7	2	9	0	48
London Borough of Newham	10	5	6	15	17	19	42	5	1	120
London Borough of Redbridge	14	7	3	23	12	5	20	9	1	94
London Borough of Richmond upon Thames	5	6	3	21	4	4	3	9	1	56
London Borough of Southwark	4	4	5	8	10	5	35	9	2	82
London Borough of Sutton	4	2	6	15	6	7	8	2	0	50
London Borough of Tower Hamlets	7	13	3	11	12	12	31	2	5	96
London Borough of Waltham Forest	6	7	1	15	18	15	29	5	3	99
London Borough of Wandsworth	15	4	2	19	3	7	14	6	0	70
Luton Borough Council	9	8	2	8	10	3	6	9	0	55
Maidstone Borough Council	0	8	0	0	2	3	1	12	0	26
Maldon District Council	0	0	1	0	2	0	0	6	1	10
Malvern Hills District Council	0	0	0	0	1	0	0	2	0	3
Manchester City Council	16	19	5	19	15	13	8	7	0	102
Mansfield District Council	0	1	0	0	0	0	0	2	0	3
Medway Council	6	4	1	15	7	5	6	4	2	50
Melton Borough Council	0	0	0	0	0	1	2	3	0	6
Mendip District Council	0	1	2	0	1	2	0	7	0	13
Mid Devon District Council	0	0	1	0	1	0	2	2	0	6
Mid Suffolk District Council	0	1	0	0	1	0	2	10	0	14
Mid Sussex District Council	0	0	1	0	3	2	4	5	0	15
Middlesbrough Borough Council	3	7	0	15	10	3	0	2	0	40
Milton Keynes Council	9	2	4	8	12	5	9	4	0	53
Mole Valley District Council	0	0	0	0	1	0	0	5	0	6
New Forest District Council	0	5	1	0	1	0	2	8	0	17
New Forest National Park Authority	0	0	0	0	0	0	0	1	0	1
Newark & Sherwood District Council	0	2	3	0	0	1	1	4	0	11
Newcastle upon Tyne City Council	11	5	3	3	8	5	4	0	0	39
Newcastle-under-Lyme Borough Council	1	1	2	0	2	0	1	3	0	10
Norfolk County Council	25	0	2	50	1	6	0	1	1	86
North Devon District Council	0	0	0	0	1	0	2	4	0	7
North East Derbyshire District Council	0	0	1	0	2	1	3	6	0	13
North East Lincolnshire Council	5	1	7	8	2	2	1	2	0	28
North Hertfordshire District Council	0	0	2	0	1	0	2	6	1	12
North Kesteven District Council	0	1	1	0	1	0	1	7	0	11
North Lincolnshire Council	5	0	3	6	3	2	1	9	0	29
North Norfolk District Council	0	3	1	0	1	0	2	3	0	10
North Somerset Council	6	3	1	9	6	0	1	11	1	38
North Tyneside Metropolitan Borough Council	3	2	0	10	2	1	6	5	0	29
North Warwickshire Borough Council	0	0	0	0	0	0	1	1	0	2
North West Leicestershire District Council	0	3	3	0	2	0	3	4	0	15
North York Moors National Park Authority	0	0	0	0	0	0	0	3	0	3
North Yorkshire County Council	22	0	5	15	1	8	0	2	0	53
Northampton Borough Council	0	3	1	0	8	0	9	9	1	31
Northamptonshire County Council	26	0	3	27	0	5	0	0	0	61
Northumberland County Council	13	9	5	11	5	4	1	21	1	70
Northumberland National Park Authority	0	0	0	0	0	0	0	0	0	0
Norwich City Council	0	5	3	0	6	2	8	3	1	28
Nottingham City Council	6	6	2	11	11	2	12	2	0	52
Nottinghamshire County Council	31	0	2	20	2	9	0	1	0	65
Nuneaton & Bedworth Borough Council	0	4	4	1	3	1	3	6	0	22
Oadby & Wigston Borough Council	0	1	2	0	0	1	1	0	0	5
Oldham Metropolitan Borough Council	10	6	3	10	10	5	2	11	1	58
Oxford City Council	0	1	1	0	2	1	1	2	1	9
Oxfordshire County Council	7	0	1	21	1	6	0	1	0	37
Peak District National Park Authority	0	0	0	0	0	0	0	1	0	1
Pendle Borough Council	0	3	4	0	1	0	0	1	1	10
Peterborough City Council	5	3	2	10	6	4	6	3	0	39
Plymouth City Council	12	7	3	10	14	7	3	9	1	66
Portsmouth City Council	7	2	5	7	0	1	8	3	1	34
Preston City Council	0	1	1	0	3	0	0	5	0	10
Reading Borough Council	3	1	3	7	2	10	2	4	0	32
Redcar & Cleveland Council	7	0	1	4	4	0	0	0	0	16
Redditch Borough Council	0	0	2	0	1	0	0	1	0	4
Reigate & Banstead Borough Council	0	2	0	0	2	0	2	6	0	12
Ribble Valley Borough Council	0	0	0	0	1	0	0	4	0	5
Richmondshire District Council	0	2	1	0	1	1	1	1	0	7
Rochdale Metropolitan Borough Council	15	4	1	7	3	4	1	4	0	39
Rochford District Council	0	1	0	0	0	0	1	2	0	4
Rossendale Borough Council	0	2	1	0	4	0	0	0	0	7
Rother District Council	0	0	3	0	1	0	0	7	0	11
Rotherham Metropolitan Borough Council	4	3	2	15	3	1	2	4	3	37
Royal Borough of Greenwich	7	4	3	23	8	9	15	6	1	76
Royal Borough of Kensington & Chelsea	7	2	0	4	4	4	18	4	0	43
Royal Borough of Kingston upon Thames	8	4	5	8	8	7	11	10	2	63
Royal Borough of Windsor and Maidenhead Council	2	3	1	5	8	4	3	5	0	31
Rugby Borough Council	0	2	1	0	5	0	1	2	0	11
Runnymede Borough Council	0	0	1	0	2	0	6	1	0	10
Rushcliffe Borough Council	0	5	2	0	1	0	0	4	0	12
Rushmoor Borough Council	0	0	0	0	0	0	1	0	0	1
Rutland County Council	2	1	1	2	1	0	0	0	0	7
Ryedale District Council	0	0	1	0	0	0	1	0	0	2
Salford City Council	4	9	1	15	6	3	5	5	3	51
Sandwell Metropolitan Borough Council	10	24	2	12	9	2	13	3	3	78
Scarborough Borough Council	0	3	2	0	2	3	1	3	0	14
Sedgemoor District Council	0	0	1	0	4	0	1	4	0	10
Sefton Metropolitan Borough Council	8	5	3	15	3	5	4	2	3	48
Selby District Council	0	2	0	0	0	0	2	7	0	11
Sevenoaks District Council	0	0	0	0	2	1	1	6	0	10
Sheffield City Council	21	3	8	18	11	9	9	14	2	95
Shropshire Council	7	1	7	9	3	7	2	9	1	46

Slough Borough Council	0	4	1	8	1	4	8	4	0	30
Solihull Metropolitan Borough Council	5	3	4	14	7	2	4	9	0	48
Somerset County Council	12	0	4	13	2	4	0	0	1	36
Somerset West and Taunton Council	0	3	3	0	10	3	7	6	0	32
South Cambridgeshire District Council	0	2	0	0	0	0	3	9	0	14
South Derbyshire District Council	0	0	0	0	1	0	1	2	0	4
South Downs National Park Authority	0	0	0	0	0	0	0	2	0	2
South Gloucestershire Council	8	3	4	5	3	7	2	10	0	42
South Hams District Council	0	1	1	0	5	0	1	10	0	18
South Holland District Council	0	1	1	0	0	0	2	5	0	9
South Kesteven District Council	0	1	1	0	1	0	5	7	0	15
South Lakeland District Council	0	1	1	0	1	1	0	4	0	8
South Norfolk District Council	0	0	1	0	6	0	0	1	1	9
South Northamptonshire District Council	0	3	0	0	2	0	1	3	0	9
South Oxfordshire District Council	0	3	2	0	4	0	0	9	0	18
South Ribble Borough Council	1	1	0	0	2	0	0	4	0	8
South Somerset District Council	0	0	3	0	1	0	2	15	0	21
South Staffordshire District Council	0	2	0	0	0	0	0	7	0	9
South Tyneside Metropolitan Borough Council	9	1	4	9	5	1	5	5	1	40
Southampton City Council	2	4	2	5	7	1	2	4	2	29
Southend-on-Sea Borough Council	4	4	5	7	1	4	8	5	1	39
Spelthorne Borough Council	0	0	4	0	1	0	2	2	0	9
St Albans City Council	0	1	0	0	2	1	3	11	1	19
St Helens Metropolitan Borough Council	7	2	2	6	2	1	0	5	1	26
Stafford Borough Council	0	1	1	0	1	0	0	6	0	9
Staffordshire County Council	30	0	4	43	6	16	0	1	0	100
Staffordshire Moorlands District Council	0	1	2	0	0	1	0	5	0	9
Stevenage Borough Council	1	1	1	0	2	1	7	2	0	15
Stockport Metropolitan Borough Council	13	2	3	2	8	5	4	1	0	38
Stockton-on-Tees Borough Council	0	5	1	15	3	1	1	2	1	29
Stoke-on-Trent City Council	6	7	4	22	6	3	7	1	1	57
Stratford-on-Avon District Council	0	4	3	0	1	0	4	5	0	17
Stroud District Council	0	3	0	0	2	0	0	7	0	12
Suffolk County Council	9	0	8	64	5	8	0	1	0	95
Sunderland City Council	7	3	5	12	2	1	2	2	0	34
Surrey County Council	24	0	8	70	1	18	1	2	1	125
Surrey Heath Borough Council	0	2	0	0	2	0	1	1	0	6
Swale Borough Council	0	0	0	0	3	0	3	5	0	11
Swindon Borough Council	4	4	2	9	9	8	3	3	1	43
Tameside Metropolitan Borough Council	5	9	0	12	7	4	0	5	1	43
Tamworth Borough Council	0	3	2	0	1	1	1	0	1	9
Tandridge District Council	0	3	2	0	2	0	4	8	0	19
Teignbridge District Council	0	5	1	0	4	0	1	5	0	16
Telford & Wrekin Council	8	1	2	6	1	3	1	8	0	30
Tendring District Council	0	1	3	1	4	0	2	4	0	15
Test Valley Borough Council	0	1	1	0	3	0	0	3	0	8
Tewkesbury Borough Council	1	1	0	0	0	0	2	3	0	7
Thanet District Council	0	2	3	0	9	0	9	5	0	28
Three Rivers District Council	0	2	0	0	2	3	3	4	0	14
Thurrock Council	1	1	3	9	4	2	7	2	1	30
Tonbridge and Malling Borough Council	0	2	0	0	3	0	0	3	2	10
Torbay Council	9	8	5	12	4	6	1	5	0	50
Torridge District Council	0	1	0	0	2	0	0	7	0	10
Trafford Council	6	7	2	11	20	3	1	3	0	53
Transport for London	0	0	3	0	21	192	5	0	2	223
Tunbridge Wells Borough Council	0	0	1	0	3	0	2	5	1	12
Uttlesford District Council	1	0	0	0	1	0	0	2	0	4
Vale of White Horse District Council	0	1	1	0	0	0	1	7	0	10
Wakefield City Council	7	5	6	14	2	4	4	4	0	46
Walsall Metropolitan Borough Council	11	1	1	15	2	1	1	6	1	39
Warrington Council	6	5	2	7	2	3	2	7	1	35
Warwick District Council	0	3	0	0	4	0	3	7	1	18
Warwickshire County Council	20	0	1	25	0	3	0	0	1	50
Watford Borough Council	0	1	2	0	2	10	1	2	0	18
Waverley Borough Council	0	1	0	0	2	0	4	7	0	14
Wealden District Council	0	5	3	0	2	0	0	8	1	19
Wellingborough Borough Council	0	0	1	1	2	0	1	2	0	7
Welwyn Hatfield Borough Council	0	3	3	0	2	1	5	1	3	18
West Berkshire Council	5	0	4	13	4	2	3	6	0	37
West Devon Borough Council	0	0	2	0	1	0	0	5	0	8
West Lancashire Borough Council	0	1	1	0	4	0	3	3	0	12
West Lindsey District Council	0	0	0	0	3	0	1	10	1	15
West Oxfordshire District Council	0	3	0	0	0	0	2	6	0	11
West Suffolk Council	0	0	3	0	2	1	2	2	0	10
West Sussex County Council	25	0	4	39	1	17	0	1	2	89
Westminster City Council	4	6	4	3	10	5	43	3	4	82
Wigan Metropolitan Borough Council	2	2	4	13	7	2	5	2	1	38
Wiltshire Council	13	3	8	19	9	5	1	20	0	78
Winchester City Council	0	2	2	0	0	0	1	6	0	11
Wirral Metropolitan Borough Council	15	5	0	14	8	4	1	4	0	51
Woking Borough Council	0	2	1	1	1	1	3	2	0	11
Wokingham Borough Council	2	3	3	5	1	1	2	7	0	24
Worcester City Council	0	1	0	0	0	1	1	2	0	5
Worcestershire County Council	14	0	2	15	0	1	0	0	0	32
Worthing Borough Council	0	0	1	0	5	0	4	0	0	10
Wychavon District Council	0	1	2	0	1	0	3	5	0	12
Wycombe District Council	0	0	1	0	0	0	0	1	0	2
Wyre Borough Council	0	0	0	0	3	0	0	6	1	10
Wyre Forest District Council	0	2	0	0	1	0	0	1	0	4
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0	1	0	1
Totals	1670	1017	723	2328	1362	1301	1531	1737	161	11830

Notes

These statistics include all complaints and enquiries that were received from 01 April 2020 to 31 March 2021.

To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year.

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 tab of this workbook.

For more information on how to interpret our statistics, please visit:

<https://www.ljo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>