

**Complaints and Enquiries Received (by Category) 2021-22**

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	1	0	3	1	4	1	1	12
Allerdale Borough Council	0	1	4	0	4	2	1	6	2	20
Amber Valley Borough Council	0	1	1	0	3	0	1	7	0	13
Arun District Council	0	1	0	0	1	2	3	12	0	19
Ashfield District Council	0	3	1	0	8	0	1	4	0	17
Ashford Borough Council	0	4	2	0	0	3	2	4	2	17
Aylesbury Vale District Council	0	0	0	0	0	0	0	0	0	0
Babergh District Council	0	0	4	0	1	0	0	9	0	14
Barnsley Metropolitan Borough Council	7	2	4	9	3	2	1	7	0	35
Barrow-in-Furness Borough Council	0	5	0	0	0	0	0	2	0	7
Basildon Borough Council	1	4	3	0	3	0	13	4	4	32
Basingstoke & Deane Borough Council	0	2	1	0	11	0	6	5	0	25
Bassetlaw District Council	0	1	0	0	2	1	2	0	0	6
Bath and North East Somerset Council	6	4	3	3	2	5	4	6	0	33
Bedford Borough Council	9	9	2	12	3	4	2	3	0	44
Birmingham City Council	40	40	11	69	86	57	124	22	14	463
Blaby District Council	0	2	0	0	1	0	2	1	0	6
Blackburn with Darwen Council	7	7	0	6	5	0	1	4	0	30
Blackpool Borough Council	9	0	2	10	7	1	3	2	1	35
Bolsover District Council	0	0	5	0	1	1	1	2	0	10
Bolton Metropolitan Borough Council	15	5	2	16	3	7	4	13	1	66
Boston Borough Council	0	2	2	0	4	1	1	2	0	12
Bournemouth, Christchurch and Poole Council	23	3	10	20	14	5	10	18	2	105
Bracknell Forest Council	4	1	3	21	1	1	1	3	0	35
Braintree District Council	0	1	0	0	1	1	1	5	0	9
Breckland District Council	0	1	3	0	2	1	4	6	0	17
Brentwood Borough Council	0	0	0	0	4	1	7	18	0	30
Brighton & Hove City Council	16	9	7	18	10	18	16	8	1	103
Bristol City Council	11	3	6	20	20	15	24	29	3	131
Broadland District Council	0	0	1	0	1	0	4	5	0	11
Broads Authority	0	0	0	0	0	2	0	0	0	2
Bromsgrove District Council	0	4	1	0	2	0	1	10	0	18
Broxbourne Borough Council	0	4	1	0	3	0	3	3	0	14
Broxtove Borough Council	0	2	3	0	2	0	3	3	0	13
Buckinghamshire Council	13	6	9	37	14	11	11	30	1	132
Buckinghamshire County Council	0	0	0	0	0	0	0	0	0	0
Burnley Borough Council	0	3	0	0	2	1	0	0	0	6
Bury Metropolitan Borough Council	4	9	2	24	11	10	2	4	2	68
Calderdale Metropolitan Borough Council	13	7	2	13	11	10	2	14	0	72
Cambridge City Council	0	1	2	0	7	0	5	3	1	19
Cambridgeshire County Council	22	0	2	20	1	14	0	0	1	60
Cannock Chase District Council	0	2	1	0	2	0	1	3	0	9
Canterbury City Council	0	4	0	0	9	4	10	11	1	39
Carlisle City Council	0	0	1	0	5	1	0	4	0	11
Castle Point Borough Council	0	0	1	0	0	0	4	2	1	8
Central Bedfordshire Council	5	4	6	21	4	5	2	13	2	62
Charmwood Borough Council	0	7	4	0	0	0	3	5	0	19
Chelmsford City Council	0	0	2	0	5	1	1	6	0	15
Cheltenham Borough Council	0	2	1	0	0	1	0	2	0	6
Cherwell District Council	0	2	1	0	2	0	3	8	0	16
Cheshire East Council	12	6	11	18	16	23	2	26	1	115
Cheshire West & Chester Council	13	7	4	14	9	8	2	13	0	70
Chesterfield Borough Council	0	1	0	0	3	0	4	1	1	10
Chichester District Council	0	2	0	0	3	1	0	2	1	9
Chorley Borough Council	0	0	1	0	1	0	0	3	0	5
City of Bradford Metropolitan District Council	13	32	3	43	10	12	5	15	3	136
City of London	2	1	2	0	1	4	2	0	0	12
City of Wolverhampton Council	3	2	2	8	5	2	9	4	1	36
City of York Council	10	7	3	7	12	16	6	9	1	71
Colchester Borough Council	1	2	1	0	4	1	7	4	1	21
Copeland Borough Council	0	0	0	0	2	0	0	2	0	4
Corby Borough Council	0	1	0	0	0	0	0	0	0	1
Cornwall Council	25	11	13	17	13	8	22	36	2	147
Cotswold District Council	0	1	2	0	4	0	0	7	0	14
Council of the Isles of Scilly	0	0	0	0	0	0	0	0	0	0
Coventry City Council	11	5	5	22	22	8	9	7	4	93
Craven District Council	0	1	2	0	1	0	0	12	0	16
Crawley Borough Council	0	1	1	1	2	0	1	2	1	9
Cumbria County Council	7	0	6	21	3	15	0	2	0	54
Dacorum Borough Council	0	1	1	0	3	0	4	7	1	17
Darlington Borough Council	6	4	4	4	0	3	1	3	1	26
Dartford Borough Council	0	0	0	0	6	1	3	4	0	14
Dartmoor National Park Authority	0	0	0	0	0	0	0	1	0	1
Daventry District Council	0	0	0	0	2	0	0	2	0	4
Derby City Council	9	1	4	15	3	3	4	8	0	47
Derbyshire County Council	22	0	3	40	1	18	0	1	1	86
Derbyshire Dales District Council	0	1	0	0	0	0	0	2	0	3
Devon County Council	34	0	1	53	5	44	0	3	0	140
Doncaster Metropolitan Borough Council	12	6	3	12	4	6	8	11	1	63
Dorset Council	21	7	11	38	10	18	3	13	0	121
Dover District Council	0	3	0	0	7	1	5	7	0	23
Dudley Metropolitan Borough Council	14	4	9	13	16	1	21	7	2	87
Durham County Council	20	5	3	25	14	5	2	18	2	94
East Cambridgeshire District Council	0	2	1	0	0	1	0	5	0	9
East Devon District Council	0	5	3	0	3	1	6	5	0	23

East Hampshire District Council	0	0	1	0	4	0	3	6	0	14
East Hertfordshire District Council	0	3	2	0	2	1	0	12	0	20
East Lindsey District Council	0	5	1	0	4	0	2	5	0	17
East Riding of Yorkshire Council	11	6	7	19	12	9	5	20	1	90
East Staffordshire Borough Council	0	2	0	0	3	0	0	1	0	6
East Suffolk Council	0	5	2	0	6	0	5	13	0	31
East Sussex County Council	32	0	4	38	3	6	0	1	0	84
Eastbourne Borough Council	1	8	2	0	6	0	6	2	0	25
Eastleigh Borough Council	0	4	5	0	5	0	3	5	0	22
Eden District Council	0	0	1	0	0	1	0	2	0	4
Elmbridge Borough Council	0	2	1	0	1	1	2	6	0	13
Environment Agency	0	0	0	0	9	0	0	0	0	9
Epping Forest District Council	1	6	1	0	6	2	4	8	1	29
Epsom & Ewell Borough Council	0	2	0	0	6	2	2	13	0	25
Erewash Borough Council	0	1	0	0	1	0	1	4	0	7
Essex County Council	45	0	7	73	5	46	0	2	1	179
Exeter City Council	0	0	2	0	4	0	3	4	0	13
Exmoor National Park Authority	0	0	1	0	0	0	0	0	0	1
Fareham Borough Council	0	1	2	0	2	1	1	3	0	10
Fenland District Council	0	1	0	0	2	0	0	1	1	5
Folkestone & Hythe District Council	0	1	2	0	4	1	4	6	0	18
Forest of Dean District Council	0	2	2	0	0	0	0	2	0	6
Fyde Borough Council	0	0	0	0	2	0	1	6	0	9
Gateshead Metropolitan Borough Council	8	0	2	10	2	8	11	9	4	54
Gedling Borough Council	0	5	2	0	8	0	0	5	0	20
Gloucester City Council	0	0	1	0	5	0	2	4	0	12
Gloucestershire County Council	16	0	1	41	1	8	0	1	1	69
Gosport Borough Council	0	0	2	0	2	0	1	1	0	6
Gravesham Borough Council	0	2	1	0	0	1	12	3	1	20
Great Yarmouth Borough Council	0	4	1	0	1	0	5	4	0	15
Greater London Authority	0	0	2	0	0	0	2	1	0	5
Guildford Borough Council	0	1	2	0	5	0	5	7	0	20
Halton Borough Council	1	5	1	6	3	3	1	1	2	23
Hambleton District Council	0	1	0	0	0	0	0	9	0	10
Hampshire County Council	32	0	2	81	6	20	1	2	0	144
Harborough District Council	0	0	1	0	3	0	0	2	0	6
Harlow District Council	0	4	2	0	3	0	11	1	1	22
Harrigate Borough Council	0	3	1	0	1	1	3	12	1	22
Hart District Council	0	3	0	0	0	0	0	7	0	10
Hartlepool Borough Council	5	1	3	6	1	1	1	2	0	20
Hastings Borough Council	0	1	0	0	2	1	5	3	1	13
Havant Borough Council	0	4	1	0	7	0	2	5	0	19
Herefordshire Council	4	6	3	18	7	8	3	16	0	65
Hertfordshire County Council	30	0	4	51	3	19	0	0	3	110
Hertsmere Borough Council	0	1	0	0	3	2	4	3	1	14
High Peak Borough Council	0	1	0	0	3	1	5	6	0	16
Hinckley & Bosworth Borough Council	0	1	3	0	3	0	3	1	0	11
Horsham District Council	0	2	2	0	2	1	2	7	0	16
Huntingdonshire District Council	0	3	4	0	3	0	0	5	0	15
Hynburn Borough Council	0	2	0	0	5	0	0	2	0	9
Ipswich Borough Council	0	4	0	0	2	0	7	0	0	13
Isle of Wight Council	7	4	3	11	4	6	4	6	0	45
Kent County Council	56	0	6	125	8	23	0	2	1	221
Kettering Borough Council	0	0	0	0	0	0	0	0	0	0
King's Lynn & West Norfolk Council	0	3	1	0	1	1	1	9	1	17
Kingston Upon Hull City Council	11	3	3	28	5	3	10	1	3	67
Kirklees Metropolitan Borough Council	20	30	10	14	12	6	7	21	3	123
Knowsley Metropolitan Borough Council	5	2	0	6	4	1	2	3	1	24
Lake District National Park Authority	0	0	0	0	0	0	0	9	0	9
Lancashire County Council	43	0	7	46	6	29	0	3	1	135
Lancaster City Council	0	4	3	0	2	0	3	2	0	14
Leeds City Council	33	7	11	35	37	10	28	28	1	190
Leicester City Council	18	9	3	13	1	7	14	5	3	73
Leicestershire County Council	21	0	2	44	3	18	0	1	0	89
Lewes District Council	0	1	2	0	2	0	5	9	0	19
Lichfield District Council	0	1	1	0	1	1	0	4	1	9
Lincoln City Council	0	6	0	0	1	0	3	0	1	11
Lincolnshire County Council	29	0	3	35	5	21	0	0	0	93
Liverpool City Council	13	8	11	39	12	9	10	11	1	114
London Borough of Barking & Dagenham	7	8	6	19	18	51	20	3	3	135
London Borough of Barnet	19	36	4	25	16	13	28	21	5	167
London Borough of Bexley	6	12	1	18	14	1	13	7	0	72
London Borough of Brent	11	12	5	14	12	7	23	9	2	95
London Borough of Bromley	10	13	3	22	13	19	22	21	1	124
London Borough of Camden	8	7	3	11	11	9	35	5	6	95
London Borough of Croydon	43	39	5	27	33	25	38	11	6	227
London Borough of Ealing	19	18	5	15	18	19	33	14	9	150
London Borough of Enfield	17	12	9	14	24	19	29	13	0	137
London Borough of Hackney	10	13	7	17	10	13	42	3	6	121
London Borough of Hammersmith & Fulham	13	4	4	7	1	9	28	6	8	80
London Borough of Haringey	13	20	10	17	11	16	40	6	6	139
London Borough of Harrow	17	4	2	10	15	9	16	12	1	86
London Borough of Havering	5	5	4	9	13	14	17	5	0	72
London Borough of Hillingdon	19	10	5	13	16	9	33	22	4	131
London Borough of Hounslow	13	15	8	10	2	24	21	11	1	105
London Borough of Islington	14	9	6	4	5	12	28	7	4	89
London Borough of Lambeth	17	12	8	20	20	31	72	6	11	197
London Borough of Lewisham	15	10	5	22	11	8	32	9	4	116
London Borough of Merton	3	10	5	10	11	9	7	16	0	71
London Borough of Newham	20	20	7	27	24	47	52	5	5	207
London Borough of Redbridge	11	5	0	13	13	28	33	21	3	127
London Borough of Richmond upon Thames	8	5	2	13	7	5	1	6	1	48
London Borough of Southwark	10	14	6	15	10	19	58	12	8	152
London Borough of Sutton	7	3	6	17	6	11	9	9	2	70
London Borough of Tower Hamlets	11	13	6	14	15	27	44	7	6	143

London Borough of Waltham Forest	21	14	13	13	18	12	39	5	3	138
London Borough of Wandsworth	13	9	5	23	7	10	31	8	4	110
Luton Borough Council	13	9	5	7	10	5	9	8	3	69
Maidstone Borough Council	0	2	1	0	11	1	0	12	0	27
Maldon District Council	0	1	0	0	4	0	0	8	0	13
Malvern Hills District Council	0	1	1	0	1	0	2	3	0	8
Manchester City Council	15	19	12	31	23	15	10	5	4	134
Mansfield District Council	0	3	1	0	4	0	2	2	0	12
Medway Council	17	9	5	18	6	10	3	12	0	80
Melton Borough Council	0	0	1	0	0	1	1	3	0	6
Mendip District Council	0	1	2	0	2	0	1	16	0	22
Mid Devon District Council	0	1	2	0	1	0	1	4	0	9
Mid Suffolk District Council	0	0	1	0	3	0	0	3	0	7
Mid Sussex District Council	0	1	0	0	5	0	1	7	0	14
Middlesbrough Borough Council	5	4	4	14	8	4	1	1	0	41
Milton Keynes Council	6	4	9	16	7	5	12	17	0	76
Mole Valley District Council	0	0	0	0	2	1	1	9	0	13
New Forest District Council	0	1	1	0	1	0	1	9	0	13
New Forest National Park Authority	0	0	0	0	0	0	0	0	0	0
Newark & Sherwood District Council	0	2	0	0	0	1	1	5	1	10
Newcastle upon Tyne City Council	15	3	5	15	8	6	3	8	2	65
Newcastle-under-Lyme Borough Council	1	4	0	0	4	0	0	3	0	12
Norfolk County Council	33	0	6	46	6	15	0	2	2	110
North Devon District Council	0	1	0	0	2	0	0	5	1	9
North East Derbyshire District Council	0	2	1	0	2	0	1	4	0	10
North East Lincolnshire Council	9	1	0	8	4	1	0	1	0	24
North Hertfordshire District Council	0	0	0	0	4	0	0	6	0	10
North Kesteven District Council	0	0	1	0	2	0	0	3	0	6
North Lincolnshire Council	6	2	4	3	4	3	1	2	0	25
North Norfolk District Council	1	4	2	0	1	0	2	5	0	15
North Northamptonshire Council	6	8	0	16	5	3	8	9	0	55
North Somerset Council	6	7	1	7	13	6	1	11	1	53
North Tyneside Metropolitan Borough Council	9	5	2	7	5	4	10	4	2	48
North Warwickshire Borough Council	0	1	0	0	1	1	1	2	0	6
North West Leicestershire District Council	0	1	0	0	4	1	2	4	0	12
North York Moors National Park Authority	0	0	0	0	0	0	0	1	0	1
North Yorkshire County Council	38	0	0	20	4	10	0	2	0	74
Northampton Borough Council	0	0	0	0	1	0	0	0	0	1
Northamptonshire County Council	2	0	0	2	0	0	0	0	0	4
Northumberland County Council	11	8	7	23	14	6	6	27	1	103
Northumberland National Park Authority	0	0	0	0	0	0	0	0	0	0
Norwich City Council	0	1	1	0	5	1	13	3	0	24
Nottingham City Council	7	6	6	13	3	7	26	2	3	73
Nottinghamshire County Council	30	0	3	33	3	12	0	0	1	82
Nuneaton & Bedworth Borough Council	0	1	5	1	12	0	3	5	0	27
Oadby & Wigston Borough Council	0	2	0	0	0	0	0	1	0	3
Oldham Metropolitan Borough Council	8	10	3	7	7	6	2	11	1	55
Oxford City Council	0	4	2	0	5	1	5	1	2	20
Oxfordshire County Council	14	0	2	37	1	8	0	1	1	64
Peak District National Park Authority	0	0	0	0	1	0	0	3	0	4
Pendle Borough Council	0	4	2	0	4	1	0	3	0	14
Peterborough City Council	4	0	4	9	4	1	7	7	0	36
Plymouth City Council	15	3	5	19	21	15	1	7	1	87
Portsmouth City Council	5	2	2	12	5	1	4	5	2	38
Preston City Council	0	3	1	0	2	0	0	3	0	9
Reading Borough Council	11	2	5	22	6	5	4	1	1	57
Redcar & Cleveland Council	4	3	2	10	3	1	0	6	1	30
Redditch Borough Council	0	1	0	0	1	0	10	0	0	12
Reigate & Banstead Borough Council	1	1	2	0	2	2	2	3	0	13
Ribble Valley Borough Council	0	2	0	0	0	0	0	5	0	7
Richmondshire District Council	0	3	1	0	1	1	0	2	0	8
Rochdale Metropolitan Borough Council	8	3	2	6	4	0	2	5	0	30
Rochford District Council	0	1	0	0	1	0	0	3	0	5
Rossendale Borough Council	0	5	2	0	2	1	0	2	1	13
Rother District Council	0	1	0	0	1	0	1	14	0	17
Rotherham Metropolitan Borough Council	7	0	6	16	2	2	6	5	1	45
Royal Borough of Greenwich	6	5	8	32	11	12	30	9	1	114
Royal Borough of Kensington & Chelsea	3	6	2	5	12	4	30	4	1	67
Royal Borough of Kingston upon Thames	3	3	4	1	6	6	9	6	2	40
Royal Borough of Windsor and Maidenhead Council	5	5	5	13	6	3	5	9	1	52
Rugby Borough Council	0	4	1	0	3	0	5	1	1	15
Runnymede Borough Council	0	1	0	0	1	0	6	0	0	8
Rushcliffe Borough Council	0	2	0	0	1	0	0	7	0	10
Rushmoor Borough Council	0	1	0	0	0	0	1	2	0	4
Rutland County Council	1	0	1	1	1	2	0	2	0	8
Ryedale District Council	0	0	3	0	3	0	0	1	0	7
Safford City Council	7	15	2	15	8	4	5	7	0	63
Sandwell Metropolitan Borough Council	14	16	6	17	9	4	16	7	3	92
Scarborough Borough Council	0	1	4	0	7	0	0	7	0	19
Sedgemoor District Council	0	0	1	0	0	0	3	5	0	9
Sefton Metropolitan Borough Council	13	3	3	15	4	3	4	10	0	55
Selby District Council	0	1	3	0	1	0	1	10	1	17
Sevenoaks District Council	0	3	0	0	3	1	3	13	1	24
Sheffield City Council	20	15	3	18	11	8	27	10	2	114
Shropshire Council	14	6	10	11	3	12	1	20	0	77
Slough Borough Council	4	9	2	8	3	3	15	5	1	50
Solihull Metropolitan Borough Council	7	3	3	17	4	2	4	12	0	52
Somerset County Council	17	0	2	37	2	10	0	2	0	70
Somerset West and Taunton Council	0	2	2	0	5	0	6	10	1	26
South Cambridgeshire District Council	0	1	1	0	3	0	1	8	0	14
South Derbyshire District Council	0	0	1	0	4	0	0	2	0	7
South Downs National Park Authority	0	0	0	0	0	0	0	0	0	0
South Gloucestershire Council	12	6	2	12	4	8	3	14	0	61
South Hams District Council	0	0	3	0	12	1	0	10	1	27
South Holland District Council	0	0	1	0	1	0	2	4	2	10

South Kesteven District Council	0	1	2	0	2	1	1	8	0	15
South Lakeland District Council	0	0	1	0	3	2	0	10	0	16
South Norfolk District Council	0	1	0	1	3	0	4	5	0	14
South Northamptonshire District Council	0	0	0	0	0	0	0	0	0	0
South Oxfordshire District Council	0	5	3	0	1	0	1	5	0	15
South Ribble Borough Council	0	0	3	0	1	0	0	1	0	5
South Somerset District Council	0	6	4	0	6	0	0	9	0	25
South Staffordshire District Council	0	0	0	0	0	0	1	7	0	8
South Tyneside Metropolitan Borough Council	8	1	6	9	10	2	7	5	0	48
Southampton City Council	9	6	1	16	7	4	8	2	2	55
Southend-on-Sea City Council	2	1	10	13	2	8	3	6	0	45
Spelthorne Borough Council	0	0	3	0	1	1	5	4	0	14
St Albans City Council	0	2	1	0	6	0	7	4	0	20
St Helens Metropolitan Borough Council	11	2	5	12	2	2	1	6	0	41
Stafford Borough Council	0	2	2	0	2	0	0	6	0	12
Staffordshire County Council	35	0	2	48	3	15	0	0	1	104
Staffordshire Moorlands District Council	0	2	3	0	0	0	0	4	0	9
Stevenage Borough Council	0	0	0	0	2	0	4	1	1	8
Stockport Metropolitan Borough Council	20	7	3	25	11	10	3	15	3	97
Stockton-on-Tees Borough Council	11	4	0	11	2	1	1	4	0	34
Stoke-on-Trent City Council	12	11	7	24	6	2	7	6	1	76
Stratford-on-Avon District Council	0	1	2	0	2	2	1	8	0	16
Stroud District Council	0	1	3	0	1	0	1	8	0	14
Suffolk County Council	34	0	0	93	6	14	0	1	0	148
Sunderland City Council	10	3	2	9	10	3	0	3	0	40
Surrey County Council	34	0	7	87	7	25	1	2	0	163
Surrey Heath Borough Council	1	1	1	0	2	0	2	7	1	15
Swale Borough Council	0	4	0	0	4	2	1	3	0	14
Swindon Borough Council	9	9	4	11	4	11	4	2	2	56
Tameside Metropolitan Borough Council	10	10	2	22	17	3	2	7	1	74
Tamworth Borough Council	0	1	1	0	4	0	0	2	0	8
Tandridge District Council	0	3	0	0	0	1	2	6	0	12
Teignbridge District Council	0	2	1	0	1	0	1	8	0	13
Telford & Wrekin Council	8	3	2	7	2	6	2	3	2	35
Tendring District Council	0	3	1	0	5	3	6	10	0	28
Test Valley Borough Council	0	0	1	0	1	0	4	3	0	9
Tewkesbury Borough Council	0	2	0	0	1	0	1	2	0	6
Thanet District Council	0	2	1	0	17	2	10	5	0	37
Three Rivers District Council	0	3	0	0	7	3	0	3	0	16
Thurrock Council	10	9	3	6	21	5	21	5	2	82
Tonbridge and Malling Borough Council	0	2	0	0	8	1	1	7	1	20
Torbay Council	8	5	2	14	11	8	2	15	1	66
Torridge District Council	0	4	3	0	1	0	0	6	0	14
Trafford Council	19	4	1	11	21	10	3	6	0	75
Transport for London	0	0	4	0	36	265	0	0	0	305
Tunbridge Wells Borough Council	0	2	2	0	2	0	0	3	0	9
Uttlesford District Council	0	3	5	0	3	0	1	7	0	19
Vale of White Horse District Council	0	6	2	0	5	0	1	11	0	25
Wakefield City Council	9	8	6	20	15	10	3	11	2	84
Walsall Metropolitan Borough Council	6	8	1	12	2	2	2	7	1	41
Warrington Council	9	2	3	11	6	4	2	5	1	43
Warwick District Council	0	0	1	0	2	0	3	9	0	15
Warwickshire County Council	16	0	2	31	1	3	0	0	1	54
Watford Borough Council	0	1	2	0	5	0	4	3	0	15
Waverley Borough Council	0	1	4	0	0	0	3	13	0	21
Wealden District Council	0	1	0	0	2	0	2	7	0	12
Wellingborough Borough Council	0	0	0	0	0	0	0	0	0	0
Welwyn Hatfield Borough Council	0	2	2	0	8	2	7	2	4	27
West Berkshire Council	7	2	1	4	2	4	4	5	1	30
West Devon Borough Council	0	0	1	0	1	0	0	11	0	13
West Lancashire Borough Council	1	0	2	0	5	2	2	4	0	16
West Lindsey District Council	0	1	0	0	1	0	1	9	0	12
West Northamptonshire Council	17	5	3	22	13	10	7	11	0	88
West Oxfordshire District Council	0	3	1	0	0	0	2	1	0	7
West Suffolk Council	0	2	1	0	2	4	5	4	0	18
West Sussex County Council	49	0	3	37	2	31	0	5	1	128
Westminster City Council	12	13	2	8	12	8	53	2	1	111
Wigan Metropolitan Borough Council	7	5	4	16	11	2	3	11	3	62
Wiltshire Council	13	5	5	24	8	3	4	19	0	81
Winchester City Council	0	0	3	0	3	1	3	12	2	24
Wirral Metropolitan Borough Council	24	7	3	32	8	3	0	4	1	82
Woking Borough Council	0	3	2	0	1	0	2	3	0	11
Wokingham Borough Council	5	4	2	14	6	7	3	10	1	52
Worcester City Council	0	1	2	0	0	1	0	2	1	7
Worcestershire County Council	18	0	3	27	4	7	0	1	1	61
Worthing Borough Council	0	7	7	0	5	1	0	3	0	23
Wychavon District Council	0	0	0	0	1	0	3	3	0	7
Wycombe District Council	0	0	0	0	0	0	0	0	0	0
Wyre Borough Council	0	2	1	0	4	0	1	6	0	14
Wyre Forest District Council	0	0	0	0	1	0	1	2	0	4
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0	1	0	1
<b>Totals</b>	<b>2139</b>	<b>1309</b>	<b>892</b>	<b>3145</b>	<b>1911</b>	<b>1908</b>	<b>2063</b>	<b>2161</b>	<b>298</b>	<b>15826</b>

#### Notes

These statistics include all complaints and enquiries that were received from 01 April 2021 to 31 March 2022.

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.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

### Complaints and enquiries received

