

**Complaints and Enquiries Decided (by Outcome) 2021-22**

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	1	4	4	1	3	13	75%	51%
Allerdale Borough Council	3	0	6	7	1	4	21	80%	51%
Amber Valley Borough Council	1	0	2	9	7	0	19	0%	51%
Arun District Council	0	0	7	10	4	2	23	33%	51%
Ashfield District Council	1	0	4	9	2	0	16	0%	51%
Ashford Borough Council	1	2	5	6	2	3	19	60%	51%
Aylesbury Vale District Council	0	0	0	0	1	0	1	0%	51%
Babergh District Council	1	0	6	6	2	1	16	33%	51%
Barnsley Metropolitan Borough Council	0	0	8	15	4	9	36	69%	68%
Barrow-in-Furness Borough Council	1	0	1	3	1	1	7	50%	51%
Basildon Borough Council	2	10	6	11	1	2	32	67%	51%
Basingstoke & Deane Borough Council	0	0	10	14	2	2	28	50%	51%
Bassetlaw District Council	1	2	1	2	0	0	6		51%
Bath and North East Somerset Council	1	0	11	15	4	3	34	43%	64%
Bedford Borough Council	2	1	11	23	2	8	47	80%	64%
Birmingham City Council	25	39	124	145	28	100	461	78%	68%
Blaby District Council	1	0	1	5	3	0	10	0%	51%
Blackburn with Darwen Council	0	0	7	17	1	1	26	50%	64%
Blackpool Borough Council	2	1	15	11	5	4	38	44%	64%
Bolsover District Council	0	1	1	7	0	0	9		51%
Bolton Metropolitan Borough Council	1	4	19	23	8	14	69	64%	68%
Boston Borough Council	1	0	4	7	1	0	13	0%	51%
Bournemouth, Christchurch and Poole Council	6	2	27	44	12	22	113	65%	64%
Bracknell Forest Council	2	1	10	8	4	8	33	67%	64%
Braintree District Council	1	0	3	6	1	1	12	50%	51%
Breckland District Council	3	0	4	7	2	0	16	0%	51%
Brentwood Borough Council	1	1	7	7	1	3	20	75%	51%
Brighton & Hove City Council	5	4	32	31	7	21	100	75%	64%
Bristol City Council	6	10	20	52	12	22	122	65%	64%
Broadland District Council	0	0	2	8	0	2	12	100%	51%
Broads Authority	0	0	1	0	0	0	1		57%
Bromsgrove District Council	0	0	5	7	0	3	15	100%	51%
Broxbourne Borough Council	0	0	6	3	3	2	14	40%	51%
Broxtowe Borough Council	1	1	4	4	1	3	14	75%	51%
Buckinghamshire Council	3	3	38	67	10	29	150	74%	64%
Buckinghamshire County Council	0	0	0	0	0	3	3	100%	71%
Burnley Borough Council	0	0	0	3	1	3	7	75%	51%
Bury Metropolitan Borough Council	2	2	26	26	4	11	71	73%	68%
Calderdale Metropolitan Borough Council	6	1	17	29	6	11	70	65%	68%
Cambridge City Council	1	1	4	7	3	4	20	57%	51%
Cambridgeshire County Council	4	1	13	28	5	13	64	72%	71%
Cannock Chase District Council	0	1	3	5	0	0	9		51%
Canterbury City Council	1	2	14	12	6	4	39	40%	51%
Carlisle City Council	1	0	3	6	0	1	11	100%	51%
Castle Point Borough Council	1	2	3	2	0	0	8		51%
Central Bedfordshire Council	3	3	24	22	7	8	67	53%	64%
Charnwood Borough Council	0	0	2	11	2	3	18	60%	51%
Chelmsford City Council	0	0	5	9	0	0	14		51%
Cheltenham Borough Council	0	0	1	7	1	1	10	50%	51%
Cherwell District Council	1	0	4	9	1	0	15	0%	51%
Cheshire East Council	6	1	26	61	11	18	123	62%	64%
Cheshire West & Chester Council	2	2	15	36	6	17	78	74%	64%
Chesterfield Borough Council	1	3	2	3	0	1	10	100%	51%
Chichester District Council	2	0	1	7	0	0	10		51%
Chorley Borough Council	0	1	0	5	0	0	6		51%
City of Bradford Metropolitan District Council	6	4	32	53	16	30	141	65%	68%
City of London	0	3	0	7	2	2	14	50%	71%
City of Wolverhampton Council	0	4	8	16	5	8	41	62%	68%
City of York Council	2	4	14	29	3	19	71	86%	64%
Colchester Borough Council	1	3	5	10	2	1	22	33%	51%
Copeland Borough Council	0	0	1	2	2	0	5	0%	51%
Corby Borough Council	0	0	0	0	1	2	3	67%	51%
Cornwall Council	8	7	44	54	19	20	152	51%	64%
Cotswold District Council	0	0	6	6	1	2	15	67%	51%
Council of the Isles of Scilly	0	0	0	0	6	0	6	0%	64%
Coventry City Council	2	3	29	39	4	10	87	71%	68%
Craven District Council	1	0	6	7	2	0	16	0%	51%
Crawley Borough Council	1	1	4	4	0	0	10		51%
Cumbria County Council	2	0	18	20	3	12	55	80%	71%
Dacorum Borough Council	0	2	5	5	3	2	17	40%	51%
Darlington Borough Council	0	2	5	10	1	5	23	83%	64%
Dartford Borough Council	0	1	3	9	1	1	15	50%	51%

Dartmoor National Park Authority	0	0	0	0	2	0	2	0%	57%
Daventry District Council	0	0	1	2	1	2	6	67%	51%
Derby City Council	3	0	20	15	1	4	43	80%	64%
Derbyshire County Council	2	3	30	28	6	24	93	80%	71%
Derbyshire Dales District Council	0	0	1	3	2	0	6	0%	51%
Devon County Council	5	2	28	62	18	30	145	63%	71%
Doncaster Metropolitan Borough Council	4	3	11	30	6	11	65	65%	68%
Dorset Council	5	1	29	50	12	20	117	63%	64%
Dover District Council	1	1	9	10	1	1	23	50%	51%
Dudley Metropolitan Borough Council	6	9	23	27	7	14	86	67%	68%
Durham County Council	2	6	25	40	14	17	104	55%	64%
East Cambridgeshire District Council	0	0	0	6	0	2	8	100%	51%
East Devon District Council	4	0	3	13	3	1	24	25%	51%
East Hampshire District Council	0	0	3	6	2	2	13	50%	51%
East Hertfordshire District Council	1	0	3	13	2	4	23	67%	51%
East Lindsey District Council	0	0	7	7	3	3	20	50%	51%
East Riding of Yorkshire Council	3	5	26	43	10	15	102	60%	64%
East Staffordshire Borough Council	0	1	3	1	1	1	7	50%	51%
East Suffolk Council	1	0	10	22	6	2	41	25%	51%
East Sussex County Council	7	1	14	29	13	25	89	66%	71%
Eastbourne Borough Council	1	0	7	12	1	3	24	75%	51%
Eastleigh Borough Council	0	0	6	15	0	2	23	100%	51%
Eden District Council	0	0	1	4	0	0	5		51%
Elmbridge Borough Council	0	1	2	8	4	0	15	0%	51%
Environment Agency	1	1	3	4	4	0	13	0%	0%
Epping Forest District Council	2	1	6	14	2	2	27	50%	51%
Epsom & Ewell Borough Council	0	0	11	8	1	2	22	67%	51%
Erewash Borough Council	0	0	1	5	2	2	10	50%	51%
Essex County Council	10	3	50	68	14	47	192	77%	71%
Exeter City Council	0	2	1	7	2	0	12	0%	51%
Exmoor National Park Authority	0	0	0	1	0	0	1		57%
Fareham Borough Council	0	0	1	5	5	2	13	29%	51%
Fenland District Council	0	2	1	2	0	0	5		51%
Folkestone & Hythe District Council	0	1	5	10	2	2	20	50%	51%
Forest of Dean District Council	0	1	1	4	1	0	7	0%	51%
Fylde Borough Council	0	0	3	3	0	2	8	100%	51%
Gateshead Metropolitan Borough Council	5	13	12	14	6	2	52	25%	68%
Gedling Borough Council	3	0	5	8	1	2	19	67%	51%
Gloucester City Council	0	0	3	7	1	0	11	0%	51%
Gloucestershire County Council	2	2	18	25	7	16	70	70%	71%
Gosport Borough Council	1	0	2	2	0	0	5		51%
Gravesham Borough Council	0	5	8	5	0	3	21	100%	51%
Great Yarmouth Borough Council	1	0	4	8	0	0	13		51%
Greater London Authority	0	0	1	3	0	0	4		68%
Guildford Borough Council	2	4	4	9	0	2	21	100%	51%
Halton Borough Council	2	2	8	12	4	2	30	33%	64%
Hambleton District Council	0	0	1	7	2	2	12	50%	51%
Hampshire County Council	4	0	41	59	7	35	146	83%	71%
Harborough District Council	0	0	1	8	0	0	9		51%
Harlow District Council	0	5	6	7	2	5	25	71%	51%
Harrogate Borough Council	1	2	5	14	1	1	24	50%	51%
Hart District Council	0	0	6	3	1	0	10	0%	51%
Hartlepool Borough Council	0	0	5	15	4	1	25	20%	64%
Hastings Borough Council	1	1	5	5	1	3	16	75%	51%
Havant Borough Council	0	0	8	9	2	2	21	50%	51%
Herefordshire Council	4	1	9	30	9	15	68	63%	64%
Hertfordshire County Council	4	5	35	32	10	31	117	76%	71%
Hertsmere Borough Council	0	1	4	6	2	2	15	50%	51%
High Peak Borough Council	2	3	5	4	1	0	15	0%	51%
Hinckley & Bosworth Borough Council	1	1	4	2	3	1	12	25%	51%
Horsham District Council	0	0	3	11	2	2	18	50%	51%
Huntingdonshire District Council	1	1	4	7	4	1	18	20%	51%
Hyndburn Borough Council	0	0	5	2	1	0	8	0%	51%
Ipswich Borough Council	1	2	3	3	1	2	12	67%	51%
Isle of Wight Council	3	0	10	26	4	8	51	67%	64%
Kent County Council	12	8	48	77	30	65	240	68%	71%
Kettering Borough Council	0	0	0	0	0	1	1	100%	51%
King's Lynn & West Norfolk Council	1	0	8	4	4	0	17	0%	51%
Kingston Upon Hull City Council	4	10	20	22	3	15	74	83%	64%
Kirklees Metropolitan Borough Council	5	3	32	44	23	20	127	47%	68%
Knowsley Metropolitan Borough Council	1	2	8	9	1	6	27	86%	68%
Lake District National Park Authority	1	0	0	6	1	4	12	80%	57%
Lancashire County Council	3	3	30	71	11	35	153	76%	71%
Lancaster City Council	1	1	4	3	2	3	14	60%	51%
Leeds City Council	3	13	49	85	15	26	191	63%	68%
Leicester City Council	6	2	20	26	8	12	74	60%	64%
Leicestershire County Council	2	2	22	25	5	21	77	81%	71%
Lewes District Council	1	0	4	6	1	4	16	80%	51%
Lichfield District Council	1	1	4	2	0	1	9	100%	51%
Lincoln City Council	2	1	2	5	0	1	11	100%	51%
Lincolnshire County Council	2	1	20	43	9	18	93	67%	71%
Liverpool City Council	2	2	40	43	7	18	112	72%	68%
London Borough of Barking & Dagenham	3	13	48	50	3	19	136	86%	71%
London Borough of Barnet	11	11	48	58	9	21	158	70%	71%

London Borough of Bexley	0	3	19	30	10	12	74	55%	71%
London Borough of Brent	7	8	39	31	11	22	118	67%	71%
London Borough of Bromley	1	2	38	55	8	18	122	69%	71%
London Borough of Camden	4	17	27	31	8	17	104	68%	71%
London Borough of Croydon	7	9	76	84	13	41	230	76%	71%
London Borough of Ealing	11	22	48	48	15	23	167	61%	71%
London Borough of Enfield	4	7	56	40	10	27	144	73%	71%
London Borough of Hackney	6	20	36	41	6	22	131	79%	71%
London Borough of Hammersmith & Fulham	3	19	17	23	4	13	79	76%	71%
London Borough of Haringey	5	14	35	51	15	29	149	66%	71%
London Borough of Harrow	5	5	35	28	2	7	82	78%	71%
London Borough of Havering	2	5	15	36	3	14	75	82%	71%
London Borough of Hillingdon	4	6	23	72	11	18	134	62%	71%
London Borough of Hounslow	3	5	45	33	8	14	108	64%	71%
London Borough of Islington	4	12	39	26	4	11	96	73%	71%
London Borough of Lambeth	9	34	56	64	3	34	200	92%	71%
London Borough of Lewisham	5	6	46	37	19	18	131	49%	71%
London Borough of Merton	7	1	20	30	5	11	74	69%	71%
London Borough of Newham	9	13	66	76	12	31	207	72%	71%
London Borough of Redbridge	2	8	38	48	6	26	128	81%	71%
London Borough of Richmond upon Thames	3	2	6	27	6	18	62	75%	71%
London Borough of Southwark	11	16	42	42	8	25	144	76%	71%
London Borough of Sutton	1	2	19	29	5	8	64	62%	71%
London Borough of Tower Hamlets	4	15	48	43	12	19	141	61%	71%
London Borough of Waltham Forest	6	16	30	66	8	14	140	64%	71%
London Borough of Wandsworth	3	15	27	40	5	23	113	82%	71%
Luton Borough Council	6	4	22	27	5	12	76	71%	64%
Maidstone Borough Council	0	0	6	16	2	4	28	67%	51%
Maldon District Council	1	0	9	4	0	1	15	100%	51%
Malvern Hills District Council	0	1	3	2	0	1	7	100%	51%
Manchester City Council	7	7	35	68	14	33	164	70%	68%
Mansfield District Council	0	0	4	6	0	0	10		51%
Medway Council	1	2	16	43	6	7	75	54%	64%
Melton Borough Council	0	0	2	4	1	2	9	67%	51%
Mendip District Council	0	0	6	13	0	3	22	100%	51%
Mid Devon District Council	0	0	1	6	1	1	9	50%	51%
Mid Suffolk District Council	0	0	3	4	4	1	12	20%	51%
Mid Sussex District Council	0	0	3	7	1	3	14	75%	51%
Middlesbrough Borough Council	2	0	8	14	3	10	37	77%	64%
Milton Keynes Council	1	4	27	29	4	14	79	78%	64%
Mole Valley District Council	0	0	0	10	2	0	12	0%	51%
New Forest District Council	0	0	4	8	2	2	16	50%	51%
New Forest National Park Authority	0	0	0	0	0	0	0		57%
Newark & Sherwood District Council	0	2	3	7	0	0	12		51%
Newcastle upon Tyne City Council	2	3	23	28	4	4	64	50%	68%
Newcastle-under-Lyme Borough Council	0	0	3	4	0	1	8	100%	51%
Norfolk County Council	5	3	24	46	12	23	113	66%	71%
North Devon District Council	0	0	4	6	0	2	12	100%	51%
North East Derbyshire District Council	0	1	5	2	2	1	11	33%	51%
North East Lincolnshire Council	2	2	11	6	2	3	26	60%	64%
North Hertfordshire District Council	0	0	3	3	1	1	8	50%	51%
North Kesteven District Council	0	0	0	4	2	2	8	50%	51%
North Lincolnshire Council	0	0	4	18	2	7	31	78%	64%
North Norfolk District Council	0	0	3	6	1	1	11	50%	51%
North Northamptonshire Council	2	2	24	18	1	2	49	67%	64%
North Somerset Council	1	1	18	27	4	5	56	56%	64%
North Tyneside Metropolitan Borough Council	3	5	12	17	4	9	50	69%	68%
North Warwickshire Borough Council	0	0	1	3	0	0	4		51%
North West Leicestershire District Council	1	1	2	8	0	1	13	100%	51%
North York Moors National Park Authority	0	0	0	1	0	0	1		57%
North Yorkshire County Council	2	0	19	26	9	15	71	63%	71%
Northampton Borough Council	0	0	0	0	2	2	4	50%	51%
Northamptonshire County Council	0	0	0	5	3	12	20	80%	71%
Northumberland County Council	2	3	33	40	14	15	107	52%	64%
Northumberland National Park Authority	0	0	0	0	0	0	0		57%
Norwich City Council	0	4	9	10	2	2	27	50%	51%
Nottingham City Council	2	7	23	32	7	13	84	65%	64%
Nottinghamshire County Council	4	2	23	33	7	16	85	70%	71%
Nuneaton & Bedworth Borough Council	0	2	5	15	3	3	28	50%	51%
Oadby & Wigston Borough Council	0	0	2	1	0	0	3		51%
Oldham Metropolitan Borough Council	0	2	22	28	4	13	69	76%	68%
Oxford City Council	1	3	5	10	1	1	21	50%	51%
Oxfordshire County Council	1	1	16	20	6	14	58	70%	71%
Peak District National Park Authority	0	0	1	2	0	0	3		57%
Pendle Borough Council	0	0	4	10	0	3	17	100%	51%
Peterborough City Council	3	0	10	14	6	4	37	40%	64%
Plymouth City Council	2	1	28	42	4	11	88	73%	64%
Portsmouth City Council	4	2	11	17	8	4	46	33%	64%
Preston City Council	0	0	2	4	2	0	8	0%	51%
Reading Borough Council	2	3	15	18	2	10	50	83%	64%
Redcar & Cleveland Council	0	2	8	10	1	5	26	83%	64%
Redditch Borough Council	1	1	7	0	1	1	11	50%	51%
Reigate & Banstead Borough Council	0	0	3	6	1	3	13	75%	51%
Ribble Valley Borough Council	0	0	2	3	3	1	9	25%	51%

Richmondshire District Council	0	0	1	7	0	0	8		51%
Rochdale Metropolitan Borough Council	2	1	10	12	5	13	43	72%	68%
Rochford District Council	0	0	2	3	2	1	8	33%	51%
Rossendale Borough Council	0	1	5	4	0	3	13	100%	51%
Rother District Council	1	0	3	8	1	5	18	83%	51%
Rotherham Metropolitan Borough Council	3	2	17	17	6	12	57	67%	68%
Royal Borough of Greenwich	3	8	27	47	6	17	108	74%	71%
Royal Borough of Kensington & Chelsea	2	5	12	25	7	14	65	67%	71%
Royal Borough of Kingston upon Thames	2	2	10	24	3	13	54	81%	71%
Royal Borough of Windsor and Maidenhead Council	2	1	11	23	4	10	51	71%	64%
Rugby Borough Council	3	1	3	4	3	3	17	50%	51%
Runnymede Borough Council	0	1	3	4	1	0	9	0%	51%
Rushcliffe Borough Council	0	0	3	4	0	0	7		51%
Rushmoor Borough Council	1	0	0	3	0	0	4		51%
Rutland County Council	0	0	1	5	0	2	8	100%	64%
Ryedale District Council	1	0	1	5	0	0	7		51%
Salford City Council	2	0	22	32	11	10	77	48%	68%
Sandwell Metropolitan Borough Council	5	4	29	29	10	20	97	67%	68%
Scarborough Borough Council	0	0	6	10	4	3	23	43%	51%
Sedgemoor District Council	2	0	0	4	2	0	8	0%	51%
Sefton Metropolitan Borough Council	1	1	14	29	3	8	56	73%	68%
Selby District Council	0	1	3	12	2	0	18	0%	51%
Sevenoaks District Council	1	0	6	12	2	3	24	60%	51%
Sheffield City Council	5	7	23	58	5	15	113	75%	68%
Shropshire Council	3	1	25	31	11	8	79	42%	64%
Slough Borough Council	3	5	22	16	1	4	51	80%	64%
Solihull Metropolitan Borough Council	1	4	17	22	4	11	59	73%	68%
Somerset County Council	3	1	21	22	9	9	65	50%	71%
Somerset West and Taunton Council	1	3	6	11	4	6	31	60%	51%
South Cambridgeshire District Council	1	1	5	3	0	2	12	100%	51%
South Derbyshire District Council	0	0	1	5	0	0	6		51%
South Downs National Park Authority	0	0	0	1	0	0	1		57%
South Gloucestershire Council	1	1	28	23	3	8	64	73%	64%
South Hams District Council	3	0	12	8	3	2	28	40%	51%
South Holland District Council	2	0	3	4	3	1	13	25%	51%
South Kesteven District Council	0	0	6	6	0	0	12		51%
South Lakeland District Council	0	0	5	6	4	0	15	0%	51%
South Norfolk District Council	1	0	3	7	2	1	14	33%	51%
South Northamptonshire District Council	0	0	0	1	0	1	2	100%	51%
South Oxfordshire District Council	0	0	3	7	5	3	18	38%	51%
South Ribble Borough Council	0	0	1	2	2	2	7	50%	51%
South Somerset District Council	0	0	12	7	4	3	26	43%	51%
South Staffordshire District Council	0	0	1	6	0	0	7		51%
South Tyneside Metropolitan Borough Council	5	3	6	31	7	6	58	46%	68%
Southampton City Council	2	3	18	20	4	3	50	43%	64%
Southend-on-Sea City Council	3	2	9	24	1	7	46	88%	64%
Spelthorne Borough Council	1	0	8	6	0	1	16	100%	51%
St Albans City Council	2	1	7	7	0	2	19	100%	51%
St Helens Metropolitan Borough Council	1	0	17	10	2	11	41	85%	68%
Stafford Borough Council	0	0	6	5	0	2	13	100%	51%
Staffordshire County Council	6	2	27	34	15	31	115	67%	71%
Staffordshire Moorlands District Council	1	0	0	6	0	2	9	100%	51%
Stevenage Borough Council	2	3	2	1	0	2	10	100%	51%
Stockport Metropolitan Borough Council	7	6	21	42	5	9	90	64%	68%
Stockton-on-Tees Borough Council	2	1	7	14	8	5	37	38%	64%
Stoke-on-Trent City Council	6	4	23	30	2	12	77	86%	64%
Stratford-on-Avon District Council	0	0	3	7	2	3	15	60%	51%
Stroud District Council	1	0	2	8	1	3	15	75%	51%
Suffolk County Council	4	5	25	44	21	33	132	61%	71%
Sunderland City Council	1	0	13	18	3	8	43	73%	68%
Surrey County Council	5	2	35	66	10	52	170	84%	71%
Surrey Heath Borough Council	1	2	6	3	0	0	12		51%
Swale Borough Council	1	0	3	9	1	2	16	67%	51%
Swindon Borough Council	2	2	23	25	2	8	62	80%	64%
Tameside Metropolitan Borough Council	2	3	21	32	4	17	79	81%	68%
Tamworth Borough Council	0	0	5	3	1	1	10	50%	51%
Tandridge District Council	0	0	7	2	1	4	14	80%	51%
Teignbridge District Council	0	0	5	5	1	1	12	50%	51%
Telford & Wrekin Council	4	1	5	17	3	8	38	73%	64%
Tendring District Council	0	2	11	10	3	2	28	40%	51%
Test Valley Borough Council	0	0	2	6	1	0	9	0%	51%
Tewkesbury Borough Council	1	0	3	1	1	2	8	67%	51%
Thanet District Council	0	0	11	21	4	4	40	50%	51%
Three Rivers District Council	0	0	5	12	2	1	20	33%	51%
Thurrock Council	2	5	27	20	3	9	66	75%	64%
Tonbridge and Malling Borough Council	0	2	5	7	5	0	19	0%	51%
Torbay Council	3	3	6	30	9	19	70	68%	64%
Torridge District Council	0	0	5	9	3	2	19	40%	51%
Trafford Council	4	3	21	34	4	10	76	71%	68%
Transport for London	8	3	154	131	7	15	318	68%	68%
Tunbridge Wells Borough Council	0	0	3	5	0	2	10	100%	51%
Uttlesford District Council	0	2	4	9	2	2	19	50%	51%
Vale of White Horse District Council	1	1	6	17	2	1	28	33%	51%
Wakefield City Council	4	6	21	30	10	13	84	57%	68%

Walsall Metropolitan Borough Council	4	1	15	17	3	6	46	67%	68%
Warrington Council	1	1	12	20	2	9	45	82%	64%
Warwick District Council	0	1	4	8	1	1	15	50%	51%
Warwickshire County Council	3	3	14	19	5	14	58	74%	71%
Watford Borough Council	0	1	4	6	2	2	15	50%	51%
Waverley Borough Council	0	1	4	11	2	2	20	50%	51%
Wealden District Council	0	1	7	6	3	0	17	0%	51%
Wellingborough Borough Council	0	0	0	0	1	1	2	50%	51%
Welwyn Hatfield Borough Council	1	7	7	8	1	1	25	50%	51%
West Berkshire Council	2	2	5	13	6	6	34	50%	64%
West Devon Borough Council	0	0	5	8	0	1	14	100%	51%
West Lancashire Borough Council	1	0	4	7	2	2	16	50%	51%
West Lindsey District Council	0	0	1	3	6	2	12	25%	51%
West Northamptonshire Council	2	2	21	34	3	8	70	73%	64%
West Oxfordshire District Council	0	0	4	2	2	1	9	33%	51%
West Suffolk Council	0	0	4	12	0	0	16		51%
West Sussex County Council	6	5	22	59	17	31	140	65%	71%
Westminster City Council	6	13	24	38	4	23	108	85%	71%
Wigan Metropolitan Borough Council	2	2	24	23	2	5	58	71%	68%
Wiltshire Council	4	1	19	34	14	21	93	60%	64%
Winchester City Council	0	2	5	15	2	1	25	33%	51%
Wirral Metropolitan Borough Council	5	3	18	29	4	11	70	73%	68%
Woking Borough Council	2	1	1	6	0	1	11	100%	51%
Wokingham Borough Council	2	2	11	23	1	6	45	86%	64%
Worcester City Council	1	0	3	3	0	0	7		51%
Worcestershire County Council	2	0	13	24	7	12	58	63%	71%
Worthing Borough Council	0	0	3	11	1	2	17	67%	51%
Wychavon District Council	1	0	1	4	1	4	11	80%	51%
Wycombe District Council	0	0	0	0	0	1	1	100%	51%
Wyre Borough Council	0	1	2	9	0	1	13	100%	51%
Wyre Forest District Council	0	0	4	2	0	1	7	100%	51%
Yorkshire Dales National Park Authority	0	0	1	0	0	0	1		57%
<b>Totals</b>	<b>649</b>	<b>823</b>	<b>4448</b>	<b>6427</b>	<b>1370</b>	<b>2678</b>	<b>16395</b>	<b>66%</b>	

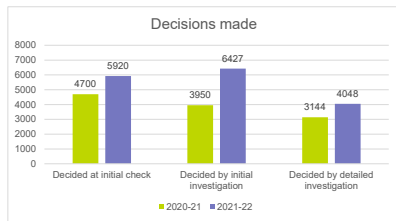
#### Notes

These statistics include all complaints and enquiries that were decided 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 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

