

Complaints and Enquiries Decided (by Outcome) 2022-23

07 12 0 2 07 17 11 1									
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 simila authorities
Adum District Coursell	4		0	40	4	0	05	070/	500
Adur District Council Allerdale Borough Council	1	0			3		25		599
Amber Valley Borough Council	3	0			0				599
Arun District Council	0	0			0				599
Ashfield District Council	1	1	1	9	3	2			599
Ashford Borough Council	0	1	8	6	1	0	16	0%	599
Babergh District Council	0	2	3	4	1	2	12	67%	599
Barnsley Metropolitan Borough Council	2	1	12	15	2	7	39	78%	779
Barrow-in-Furness Borough Council	0	0		3	0				599
Basildon Borough Council	3	7		7	0				59
Basingstoke & Deane Borough Council Bassetlaw District Council	0	0		17	0		7		599
Bath and North East Somerset Council	1	0		14	5		32		729
Bedford Borough Council	0	0		18	1	8	43		729
Birmingham City Council	21	30		164	25		506		779
Blaby District Council	0	0		4	0		6		599
Blackburn with Darwen Council	1	0	11	13	4	3	32		729
Blackpool Borough Council	2	0	8	12	0	6	28	100%	729
Bolsover District Council	0	0	0	2	1	0	3	0%	599
Bolton Metropolitan Borough Council	1	4	16	27	1	17	66	94%	779
Boston Borough Council	0	0		2	0		4		599
Bournemouth, Christchurch and Poole Council	4	5		40	12				729
Bracknell Forest Council	1	0		13	4				729
Braintree District Council	1	0		6	1	2			599
Breckland District Council	0	1	2	4	2		10		599
Brentwood Borough Council	0	0		3	20	3			599
Brighton & Hove City Council	5	1	23	38	8		90	65% 69%	729
Bristol City Council Broadland District Council	6	0		7	14	31	10		729 599
Broads Authority	0	0		2	0				09
Bromsgrove District Council	3	0		3	2		12		599
Broxbourne Borough Council	1	0		6	0				599
Broxtowe Borough Council	0	3		11	0		21	100%	599
Buckinghamshire Council	2	6	24	64	8	31	135		729
Burnley Borough Council	0	0	0	6	1	4	11	80%	599
Bury Metropolitan Borough Council	0	4	22	16	3	22	67	88%	779
Calderdale Metropolitan Borough Council	3	2	16	22	5	15	63	75%	779
Cambridge City Council	3	1	5	10	1	5	25	83%	599
Cambridgeshire & Peterborough Combined Authority	0	0		0	0				
Cambridgeshire County Council	4	1	15	25	5				809
Cannock Chase District Council	2	1	5	6	0				599
Canterbury City Council	0	2		11	2		33		599
Carlisle City Council	0	1	0	3	3	0	/		599
Castle Point Borough Council Central Bedfordshire Council	0	2	10	10	1	4	28		599 729
Charnwood Borough Council	1	3		10	1				599
Chelmsford City Council	1	2		9	1	1	14		599
Cheltenham Borough Council	1	0		8	0				599
Cherwell District Council	0	0		7	1	1	13		599
Cheshire East Council	4	1	24	61	8	22			729
Cheshire West & Chester Council	3	3	18	31	5	8	68	62%	729
Chesterfield Borough Council	1	0	5	5	2	0	13	0%	599
Chichester District Council	0	0		4	0		13		599
Chorley Borough Council	0	0		4	0		8		599
City Of Bradford Metropolitan District Council	7	4	51	62					779
City of London	0	0		3	3				779
City of Wolverhampton Council	1	3		19	2				779
City of York Council Colchester Borough Council	0			38	0				729
Colonester Borough Council Copeland Borough Council	0	0		0	0				599
Cornwall Council	12	4	45	76	13		175		729
Cotswold District Council	0	0		5	0		10		
Council of the Isles of Scilly	1	0		0	0				729
Coventry City Council	1	4	24	32	3	17	81	85%	779
Craven District Council	0	0	0	6	1	0	7	0%	599
Crawley Borough Council	0	2	4	2	1	1	10	50%	59
Cumbria County Council	4	1	14	27	4	21	71	84%	809
Dacorum Borough Council	0	1	4	8	2				594
-							35	070/	729
Darlington Borough Council	2	2		14	3				
	0 0	1 0	2	3	2	0	8	0%	599

Derby City Council	4	0	28	13	4	10	59	71%	72%
Derbyshire County Council	4	3	25	34	5	21	92	81%	80%
Derbyshire Dales District Council	0	0	0	2	6	0	8	0%	59%
Devon County Council	4	7	22	76	10	28	147	74%	80%
Doncaster Metropolitan Borough Council	2	1	14	31	3	9	60	75%	77%
Dorset Council	1	1	20	56	10	26	114	72%	72%
Dover District Council	0	1	4	10	0	2	17	100%	59%
Dudley Metropolitan Borough Council	8	5	15	23	6	21	78	78%	77%
Durham County Council	2	4	16	53	10	11	96	52%	72%
East Cambridgeshire District Council	0	0	1	4	4	1	10	20%	59%
East Devon District Council	1	2	4	4	0	2	13	100%	59%
East Hampshire District Council	2	0	9	4	2	1	18	33%	59%
East Hertfordshire District Council	0	0	3	8	0	1	12	100%	59%
East Lindsey District Council	1	1	5	7	0	1	15	100%	59%
East Riding of Yorkshire Council	1	2	24	36	5	14	82	74%	72%
East Staffordshire Borough Council	1	0	1	3	0	0	5		59%
East Suffolk Council	1	1	6	18	3	4	33	57%	59%
East Sussex County Council	5	1	17	35	6	20	84	77%	80%
Eastbourne Borough Council	0	1	6	5	1	5	18	83%	59%
Eastleigh Borough Council	0	0	7	7	1	3	18	75%	59%
Eden District Council	0	0	3	5	0	0	8	7570	59%
Elmbridge Borough Council	0	0	4	10	2	2	18	50%	59%
Environment Agency	0	1	0	7	0	0	8	3076	39%
Environment Agency Epping Forest District Council	1	2	7	11	3	6	30	67%	59%
	0	0	6	10	2	2	20	50%	59%
Epsom & Ewell Borough Council Erewash Borough Council	0	1	1	9	1	1	13	50%	59%
•			44			41		79%	
Essex County Council	4	5		46	11		151		80%
Exeter City Council	0	0	5	5	1	1	12	50%	59%
Exmoor National Park Authority	0	0	0	1	0	0	1		0%
Fareham Borough Council	0	1	1	5	0	1	8	100%	59%
Fenland District Council	1	0	2	4	3	0	10	0%	59%
Folkestone & Hythe District Council	1	0	2		1	0	16	0%	59%
Forest of Dean District Council	1	0	0	3	0	1	5	100%	59%
Fylde Borough Council	0	0	0	3	0	2	5	100%	59%
Gateshead Metropolitan Borough Council	6	9	15	20	6	8	64	57%	77%
Gedling Borough Council	0	0	0	12	0	1	13	100%	59%
Gloucester City Council	1	0	4	1	0	2	8	100%	59%
Gloucestershire County Council	6	0	20	36	9	14	85	61%	80%
Gosport Borough Council	0	0	0	3	1	1	5	50%	59%
Gravesham Borough Council	1	1	4	4	0	2	12	100%	59%
Great Yarmouth Borough Council	1	1	4	5	0	3	14	100%	59%
Greater London Authority	0	0	0	0	1	1	2	50%	79%
Greater Manchester Combined Authority	1	2	0	1	0	0	4		
Guildford Borough Council	0	2	6	7	0	2	17	100%	59%
Halton Borough Council	1	2	5	9	1	4	22	80%	72%
Hambleton District Council	0	0	2	0	3	1	6	25%	59%
Hampshire County Council	8	3	40	49	7	35	142	83%	80%
Harborough District Council	0	1	2	6	11	0	20	0%	59%
Harlow District Council	0	7	5	4	2	2	20	50%	59%
Harrogate Borough Council	2	1	2	10	2	0	17	0%	59%
Hart District Council	0	0	1	3	0	0	4		59%
Hartlepool Borough Council	1	1	5	10	2	0	19	0%	72%
Hastings Borough Council	0	2	2	12	0	2	18	100%	59%
Havant Borough Council	0	1	10	7	0	7	25	100%	59%
Herefordshire Council	4	2	13	27	6	16	68	73%	72%
Hertfordshire County Council	4	2	38	36	8	36	124	82%	80%
Hertsmere Borough Council	1	0	2		0	2	8	100%	59%
High Peak Borough Council	0	1	4	3	1	3	12	75%	59%
Hinckley & Bosworth Borough Council	0	0	0		2	0	8	0%	59%
Horsham District Council	1	0	1	8	0	0	10		59%
Huntingdonshire District Council	0	1	3	5	0	3	12	100%	59%
Hyndburn Borough Council	1	0	0	2	2	0	5	0%	59%
Ipswich Borough Council	0	3	4	5	2	2	16	50%	59%
Isle of Wight Council	1	2	13	19	6	7	48	54%	72%
Kent County Council	8	7	62	91	8	53	229	87%	80%
King's Lynn & West Norfolk Council	2	0	3	4	1	1	11	50%	59%
Kingston upon Hull City Council	2	4	11	20	2	17	56	89%	72%
Kirklees Metropolitan Borough Council	8	9	27	35	5	11	95	69%	77%
Knowsley Metropolitan Borough Council	1	1	6	8	1	1	18	50%	77%
Lake District National Park Authority	0	0	1	2	0	0	3		0%
Lancashire County Council	2	2	42	64	7	31	148	82%	80%
Lancaster City Council	0	1	3	4	1	1	10	50%	59%
Leeds City Council	6	16	41	66	17	37	183	69%	77%
Leicester City Council	8	4	23	30	5	21	91	81%	72%
Leicestershire County Council	7	4	33	45	11	27	127	71%	80%
Lewes District Council	0	1	1	6	1	3	12	75%	59%
Lichfield District Council	0	0	1	3	0	2	6	100%	59%
Lincoln City Council	0	5	3	4	0	1	13	100%	59%
Lincolnshire County Council	2	1	20	30	13	19	85	59%	80%
Liverpool City Council	4	2	37	34	6	20	103	77%	77%
Liverpool City Region Combined Authority	0	0	1	1	0	0	2	1.70	
London Borough of Barking & Dagenham	5	12	35		2	20	114	91%	77%
London Borough of Barnet	5	7	31	73	11	39	166	78%	77%
London Borough of Bexley	3	0	17		7	10	64	59%	77%
				21		10	04	5570	1170

London Borough Of Brent	5	6	25	29	7	22	94	76%	77%
London Borough of Bromley	1	1	34	45	9	29	119	76%	77%
London Borough of Camden	3	16	28	26	6	14	93	70%	77%
London Borough of Croydon	7	7	63	63	12	57	209	83%	77%
London Borough of Ealing	5	9	41	53	11	17	136	61%	77%
London Borough of Enfield	5	7	47	45	6	22	132	79%	77%
London Borough of Hackney	6	11	44	38	3	25	127	89%	77%
London Borough of Hammersmith & Fulham	5	15	16	26	10	18	90	64%	77%
London Borough of Haringey	7	15	49	51	8	31	161	79%	77%
London Borough of Harrow	3	3	30		6	17	89	74%	77%
London Borough of Havering	7	6	28		4	14	93	78%	77%
London Borough of Hillingdon	7	10	26		4	24	121	86%	77%
London Borough of Hounslow	5	4	35		8	15	101	65%	77%
	4	12	32		5	12	92	71%	77%
London Borough of Islington									
London Borough of Lambeth	10	31	57	61		46	213	85%	77%
London Borough of Lewisham	3	9	49		10	21	120	68%	77%
London Borough of Merton	2	0	20			11	65	58%	77%
London Borough of Newham	8	12	55			37	168	82%	77%
London Borough of Redbridge	2	10	38	55	6	27	138	82%	77%
London Borough of Richmond upon Thames	1	0	18	15	1	10	45	91%	77%
London Borough of Southwark	6	23	36	56	8	35	164	81%	77%
London Borough of Sutton	3	2	14	31	5	16	71	76%	77%
London Borough of Tower Hamlets	6	13	32	41	8	22	122	73%	77%
London Borough of Waltham Forest	3	11	37	43	6	21	121	78%	77%
London Borough of Wandsworth	3	11	27	25	3	15	84	83%	77%
Luton Borough Council	3	2	18	22	2	9	56	82%	72%
Maidstone Borough Council	1	2	3		0	6	23	100%	59%
Maldon District Council	0	0	7			0	15	0%	59%
Malvern Hills District Council	0	1	2			1		50%	59%
Manchester City Council	6	4	37	60		22	143	61%	77%
Mansfield District Council	0	1	4	3		1	9	100%	59%
Methon Revolution Council	3	2	20			14	75	82%	72%
Melton Borough Council	0	2	1	2		0	5		59%
Mendip District Council	0	0	7			1	21	50%	59%
Mid Devon District Council	1	1	3			1	12	100%	59%
Mid Suffolk District Council	0	2	7	4	0	2	15	100%	59%
Mid Sussex District Council	0	0	2	6	4	1	13	20%	59%
Middlesbrough Borough Council	0	1	8	25	3	8	45	73%	72%
Milton Keynes Council	2	2	27	21	5	16	73	76%	72%
Mole Valley District Council	0	0	2	9	0	1	12	100%	59%
New Forest District Council	0	1	1	6	2	2	12	50%	59%
New Forest National Park Authority	1	0	0	0	0	0	1		0%
Newark & Sherwood District Council	0	0	3	6	0	0	9		59%
Newcastle upon Tyne City Council	3	4	19	19	3	7	55	70%	77%
Newcastle-under-Lyme Borough Council	3	0	2			2	13	67%	59%
Norfolk County Council	2	1	19	52	12	18	104	60%	80%
North Devon District Council	2	1	3			2	15	67%	59%
North East Combined Authority	0	0	0			0	2	0, 76	33 A
North East Combined Authority North East Derbyshire District Council	1	0	3			2	10	67%	59%
	0	0	6			7	22	88%	72%
North East Lincolnshire Council		1							
North Hertfordshire District Council	0		2			8	19	80%	59%
North Kesteven District Council	0		2			0	3		59%
North Lincolnshire Council	1	0				2	21	67%	72%
North Norfolk District Council	1	0	4			2	19	50%	59%
North Northamptonshire Council	2	2	22			12	60	71%	72%
North of Tyne Combined Authority	0	0	0			0	0		
North Somerset Council	4	0	12			6	50	55%	72%
North Tyneside Metropolitan Borough Council	2	0	10			10	35	91%	77%
North Warwickshire Borough Council	0	0	3	3	1	2	9	67%	59%
North West Leicestershire District Council	0	3	3	3	2	2	13	50%	59%
North York Moors National Park Authority	0	0	0	0	0	0	0		0%
North Yorkshire County Council	6	2	15	24	8	29	84	78%	80%
Northumberland County Council	2	5	18	38	3	16	82	84%	72%
Northumberland National Park Authority	0	0	0	0	0	0	0		0%
Norwich City Council	2	9	8	8	1	2	30	67%	59%
Nottingham City Council	2	4	23			8	62	89%	72%
Nottinghamshire County Council	6	3	14			21	82	81%	80%
	2	1	6			3	34	50%	59%
Nuneaton & Bedworth Borough Council	2					1	3		59%
	0	0	1	1					77%
Oadby & Wigston Borough Council							53	33%	
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council	0 4	2	23	18	4	2	53 9	33% 100%	
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council	0 4 0	2	23 3	18	4	2	9	100%	59%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council	0 4 0 2	2 0 0	23 3 41	18 4 22	4 0 3	2 2 30	9	100% 91%	59% 80%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority	0 4 0 2	2 0 0	23 3 41 0	18 4 22 1	4 0 3 2	2 2 30 0	9 98 3	100% 91% 0%	59% 80% 0%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council	0 4 0 2 0	2 0 0 0	23 3 41 0	18 4 22 1 4	4 0 3 2 0	2 2 30 0	9 98 3 11	100% 91% 0% 100%	59% 80% 0% 59%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council	0 4 0 2 0 0	2 0 0 0 0	23 3 41 0 6	18 4 22 1 4	4 0 3 2 0 3	2 2 30 0 1 6	9 98 3 11 26	100% 91% 0% 100% 67%	59% 80% 0% 59% 72%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Plymouth City Council	0 4 0 2 0 0 0	2 0 0 0 0 0	23 3 41 0 6 6	18 4 22 1 4 11 33	4 0 3 2 0 3 7	2 2 30 0 1 6 14	9 98 3 11 26 71	100% 91% 0% 100% 67% 67%	59% 80% 0% 59% 72%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Plymouth City Council Portsmouth City Council	0 4 0 2 0 0 0 0 4	2 0 0 0 0 0 0 1 1	23 3 41 0 6 6 12	18 4 22 1 4 11 33	4 0 3 2 0 3 3 7 7	2 2 30 0 1 1 6 14	9 98 3 11 26 71 45	100% 91% 0% 100% 67% 67% 46%	59% 80% 0% 59% 72% 72%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Plymouth City Council Portsmouth City Council Preston City Council	0 4 0 2 0 0 0 4 0	2 0 0 0 0 0 0 1 1 2	23 3 41 0 6 6 12 15	18 4 22 1 4 11 33 15	4 0 3 2 0 3 3 7 7	2 2 30 0 1 1 6 14 6	9 98 3 11 26 71 45	100% 91% 0% 100% 67% 67% 46% 50%	59% 80% 0% 59% 72% 72% 59%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Piymouth City Council Portsmouth City Council Preston City Council Reading Borough Council	0 4 0 2 0 0 0 4 0 0	2 0 0 0 0 0 1 1 2 0	23 3 41 0 6 12 15 6	18 4 22 1 4 11 33 15 2	4 0 3 2 0 3 7 7 7 2	2 2 30 0 1 6 14 6 2	9 98 3 11 26 71 45 12	100% 91% 0% 100% 67% 67% 46% 50%	59% 80% 0% 59% 72% 72% 72% 59%
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Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Pymouth City Council Portsmouth City Council Preston City Council Reading Borough Council	0 4 0 2 0 0 0 4 0 0	2 0 0 0 0 0 1 1 2 0	23 3 41 0 6 6 12 15 6 13 7	18 4 22 1 4 11 33 15 2 26 7	4 0 3 2 0 3 3 7 7 7 2 6 6	2 2 30 0 1 6 14 6 2	9 98 3 3 111 26 71 45 5 12 666 28 15	100% 91% 0% 100% 67% 67% 46% 50%	59% 80% 0% 59% 72% 72% 59% 72% 59%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Plymouth City Council Portsmouth City Council Preston City Council Reading Borough Council Redcar & Cleveland Council	0 4 0 2 0 0 0 4 0 0 2 3	2 0 0 0 0 0 0 1 1 2 0 0 3	23 3 41 0 6 6 12 15 6 6 13	18 4 22 1 4 11 33 15 2 26 7	4 0 3 2 0 3 7 7 2 6 0 0	2 2 30 0 1 6 14 6 2 16	9 98 3 11 26 71 45 12 66	100% 91% 0% 100% 67% 46% 50% 73%	59% 80% 0% 59% 72% 72% 59% 72% 59%
Oadby & Wigston Borough Council Oldham Metropolitan Borough Council Oxford City Council Oxfordshire County Council Peak District National Park Authority Pendle Borough Council Peterborough City Council Pymouth City Council Portsmouth City Council Preston City Council Reading Borough Council Redcar & Cleveland Council Redditch Borough Council	0 4 0 2 0 0 0 0 4 0 0 2 2 3 3	2 0 0 0 0 0 1 1 2 0 3 0	23 3 41 0 6 6 12 15 6 13 7	18 4 22 1 4 11 33 15 2 26 7 7	4 0 3 2 0 3 7 7 7 2 6 0 0 0	2 2 30 0 1 6 14 6 6 2 2 16	9 98 3 3 111 26 71 45 5 12 666 28 15	100% 91% 0% 100% 67% 46% 50% 73% 100%	59% 80%

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Management 1										
Personal Processor Processor 1										
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Rugs Supple	Royal Borough of Kingston upon Thames	3	3	11	25	3	7	52	70%	77%
Seminar Semi	Royal Borough of Windsor and Maidenhead Council	2	2	15	15	7	13	54	65%	72%
Material Province 1	Rugby Borough Council	2	1	2	5	1	1	12	50%	59%
Sement Designal Court	Runnymede Borough Council	1	1	2	3	0	3	10	100%	59%
Part	Rushcliffe Borough Council	0	0	2	6	1	1	10	50%	59%
Nymbro Discrept 19										59%
Selection	·									
Sement Newspert New										
Searoung Brough Coural										
Segment Messer Brown Decoration 1										
Seminate Nomeron Connert Seminate Nomeron Co										
Seminar Common										
Semination Council										59%
Separation			0						33%	
Supplished	Sheffield City Council	9	13	41	46	7	19	135	73%	77%
Subart Markeng Council	Shropshire Council	2	1	18	20	4	16	61	80%	72%
Someter Control Control										72%
Sement Notes of Teacher Council 2										
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South Design Repaired Coursel South Design Repaired Coursel South Course Repaired Coursel South Course Repaired Coursel South Course Repaired Coursel South Coursel Repaired Coursel South Facility				-						
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Mach Ham Dilanet Council	· ·								50%	
Man									3370	59%
Such Landard Dissect Coural			0						50%	
South Merick Desired Councel	South Kesteven District Council	0	0	4	7	2	1	14	33%	59%
South Dischel Posterial Courant 0 0 0 0 0 0 0 0 0		1	0	2	10	3	0	16	0%	59%
South Residence Drought Council										59%
Such Samberd Delinic Council 0 0 4 2 2 1 0 0 77 0% 898 Such Samberd Delinic Council 0 0 0 4 2 2 1 0 0 77 0% 898 Such Samberd Delinic Council 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0									33%	
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Seatherne Sarcelly Courol									61%	72%
Si Ahlanes CD/Council		5	1	23	10	1	6	46	86%	72%
Selating Marrogoline Dirough Council	Spelthorne Borough Council	0	0	3	6	0	0	9		59%
Salfford Berough Council	St Albans City Council	0	1	3	6	1	5	16	83%	59%
Staffordshire County Council	St Helens Metropolitan Borough Council		1	18					73%	77%
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Vale of White Horse District Council 0 0 1 11 1 1 14 50% 59%										59%
	Wakefield City Council	6	5	13	20					77%

Walsall Metropolitan Borough Council	1	0	20	19	2	12	54	86%	77%
Warrington Council	0	0	10	10	1		29	89%	72%
Warwick District Council	1	0	7	5	2	1	16	33%	59%
Warwickshire County Council	2	5	17	24	4	11	63	73%	80%
Watford Borough Council	0	0	2	8	0	3	13	100%	59%
Waverley Borough Council	2	0	2	13	1	6	24	86%	59%
Wealden District Council	0	2	6	10	0	1	19	100%	59%
Welwyn Hatfield Borough Council	1	5	4	9	1	7	27	88%	59%
West Berkshire Council	0	0	7	12	0	4	23	100%	72%
West Devon Borough Council	0	0	0	7	0	1	8	100%	59%
West Lancashire Borough Council	0	1	7	9	0	1	18	100%	59%
West Lindsey District Council	1	0	2	8	2	1	14	33%	59%
West Midlands Combined Authority	0	0	0	1	0	0	1		
West Northamptonshire Council	5	1	21	34	6	29	96	83%	72%
West of England Combined Authority	0	0	0	0	0	0	0		
West Oxfordshire District Council	0	1	5	5	1	1	13	50%	59%
West Suffolk Council	1	0	2	9	1	1	14	50%	59%
West Sussex County Council	2	1	30	49	6	24	112	80%	80%
West Yorkshire Combined Authority	1	1	0	1	0	0	3		
Westminster City Council	2	13	26	36	6	28	111	82%	77%
Wigan Metropolitan Borough Council	4	5	15	31	3	12	70	80%	77%
Wiltshire Council	4	3	13	45	13	18	96	58%	72%
Winchester City Council	1	1	1	7	2	0	12	0%	59%
Wirral Metropolitan Borough Council	6	0	27	44	2	27	106	93%	77%
Woking Borough Council	2	0	3	6	0	0	11		59%
Wokingham Borough Council	1	0	13	22	3	10	49	77%	72%
Worcester City Council	2	0	4	5	0	2	13	100%	59%
Worcestershire County Council	5	1	13	29	2	22	72	92%	80%
Worthing Borough Council	0	0	1	7	3	3	14	50%	59%
Wychavon District Council	0	0	3	7	2	1	13	33%	59%
Wyre Borough Council	0	0	0	0	0	2	2	100%	59%
Wyre Forest District Council	0	0	7	1	1	0	9	0%	59%
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0		0%
Totals	644	752	4345	6014	1055	3035	15845	74%	

Notes

These statistics include all complaints and enquiries that were decided from 01 April 2022 to 31 March 2023.

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 $$\underline{$http://www.lqo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics}$$$



Initial check We carry out some basic checks like whether:

 ${\scriptstyle \circ}$ the authority has had the chance to consider the complaint

 $_{\circ}$ 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'.

