

Complaints and Enquiries Decided (by Outcome) 2016-17

Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total	Complaints Remedied by LGO	Complaints Remedied by Authority
Bath and North East Somerset Council	4	0	17	13	14	9	39	57	6	0
Bristol City Council	6	13	56	43	17	22	56	157	17	3
Birmingham City Council	18	31	210	105	38	63	62	465	44	5
Gloucester City Council	1	0	3	7	1	1	50	13	0	0
Gloucestershire County Council	6	0	24	20	10	10	50	70	8	0
Leeds City Council	6	10	47	78	21	30	59	192	19	3
Liverpool City Council	9	1	70	52	18	24	57	174	19	2
Manchester City Council	6	1	56	47	10	5	33	125	4	0
Newcastle upon Tyne City Council	5	6	22	19	3	8	73	63	4	1
North Somerset Council	4	1	25	35	11	10	48	86	7	1
Nottingham City Council	5	2	40	28	15	8	35	98	7	0
Sheffield City Council	4	5	67	60	21	20	49	177	15	3
Somerset County Council	5	2	30	14	3	11	79	65	10	0
South Gloucestershire Council	1	1	21	10	3	3	50	39	1	1
Totals	80	73	688	531	185	224	740	1781	161	19