

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	3	1	0	2	2	5	7	0	20

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Uphold Rate	Total
				Not Upheld	Upheld	Uphold Rate		
0	0	8	6	3	0	0%	17	

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied. The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied		
by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%