

Complaints and Enquiries Decided (by Outcome) 2015-16

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	Compliance Rate (%)	Population	Upheld per 100,000	Complaints per 100,000
Somerset County Council	2	0	36	12	4	14	77.78%	68	12	1	100	910200.00	1.54	7.47
Gloucestershire County Council	4	0	25	16	16	5	23.81%	66	5	0	100	858300.00	0.58	7.69
Oxfordshire County Council	2	1	18	19	8	7	46.67%	55	4	0	100	654800.00	1.07	8.40
Nottinghamshire County Council	8	0	33	31	9	10	52.63%	91	9	1	100	1015498.00	0.98	8.96
Worcestershire County Council	2	2	21	12	8	8	50.00%	53	6	1	100	567000.00	1.41	9.35
Cambridgeshire County Council	3	1	26	15	9	12	57.14%	66	11	0	100	622200.00	1.93	10.61
Lancashire County Council	5	0	65	36	15	33	68.75%	154	29	1	100	1450000.00	2.28	10.62
Warwickshire County Council	3	1	23	22	6	4	40.00%	59	4	0	100	545474.00	0.73	10.82
Lincolnshire County Council	6	1	38	14	13	9	40.91%	81	8	0	100	724500.00	1.24	11.18
Cumbria County Council	5	1	25	14	4	7	63.64%	56	6	0	100	499800.00	1.40	11.20
Norfolk County Council	8	0	43	29	9	8	47.06%	97	6	0	100	857900.00	0.93	11.31
Dorset County Council	1	0	20	16	6	5	45.45%	48	4	0	100	413800.00	1.21	11.60
Buckinghamshire County Council	6	1	18	25	5	5	50.00%	60	5	0	100	506700.00	0.99	11.84
Derbyshire County Council	4	0	42	24	13	12	48.00%	95	9	2	100	770600.00	1.56	12.33
Suffolk County Council	7	0	36	27	13	8	38.10%	91	7	0	100	730100.00	1.10	12.46
Staffordshire County Council	5	1	48	25	12	15	55.56%	106	13	0	100	849600.00	1.77	12.48
Hertfordshire County Council	5	1	66	29	24	17	41.46%	142	14	2	100	1119800.00	1.52	12.68
Leicestershire County Council	7	0	30	32	10	7	41.18%	86	5	2	100	650500.00	1.08	13.22
Devon County Council	11	1	44	45	28	18	39.13%	147	12	2	100	1100000.00	1.64	13.36
West Sussex County Council	5	0	42	44	14	9	39.13%	114	6	0	100	795800.00	1.13	14.33
Surrey County Council	10	0	71	46	16	20	55.56%	163	18	0	100	1085000.00	1.84	15.02
North Yorkshire County Council	5	0	30	29	19	19	50.00%	102	18	0	100	602700.00	3.15	16.92
East Sussex County Council	9	0	32	30	22	28	56.00%	121	26	1	100	534402.00	5.24	22.64
Kent County Council	3	1	74	44	28	34	54.84%	184	30	1	100	614462.00	5.53	29.94
Essex County Council	7	1	89	70	73	24	24.74%	264	21	0	100	787744.00	3.05	33.51
Hampshire County Council	4	1	60	25	7	17	70.83%	114	15	1	100	133770.00	12.71	85.22
Northamptonshire County Council	4	1	52	23	10	17	62.96%	107	17	0	100	62900.00	27.03	170.11
Totals	112	10	860	591	326	279	48.66%	2178	240	11	1900	12840078.00		

Notes

These statistics include all complaints and enquiries that were decided from 01 April 2015 to 31 March 2016.

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.

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