

**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
Buckinghamshire County Council	3	4	24	16	4	8	67	59	6	1
Cambridgeshire County Council	5	2	18	11	7	6	46	49	4	1
Cornwall Council	9	7	63	49	31	37	54	196	30	2
Cumbria County Council	4	0	16	14	7	8	53	49	6	1
Derbyshire County Council	9	0	34	24	5	12	71	84	7	0
Devon County Council	9	0	28	41	13	25	66	116	16	2
Dorset County Council	3	0	15	18	10	12	55	58	11	0
Durham County Council	9	2	46	38	15	24	62	134	16	5
East Sussex County Council	2	1	23	21	11	21	66	79	19	1
Essex County Council	7	2	64	59	28	46	62	206	40	4
Gloucestershire County Council	6	0	24	20	10	10	50	70	8	0
Hampshire County Council	4	2	41	26	12	20	63	105	16	1
Hertfordshire County Council	6	2	45	33	9	23	72	118	17	2
Isle of Wight Council	2	0	23	8	6	13	68	52	13	0
Kent County Council	13	2	61	46	25	42	63	189	34	3
Lancashire County Council	5	2	67	34	18	34	65	160	29	2
Leicestershire County Council	4	1	25	23	6	16	73	75	13	0
Lincolnshire County Council	2	0	26	24	18	14	44	84	12	1
Norfolk County Council	6	3	40	28	20	25	56	122	24	0
North Yorkshire County Council	8	1	30	20	12	20	63	91	18	0
Northamptonshire County Council	8	3	40	22	12	35	74	120	32	0
Nottinghamshire County Council	5	1	25	38	16	11	41	96	10	0
Oxfordshire County Council	3	0	21	23	12	7	37	66	5	1
Rutland County Council	1	0	5	4	2	0	0	12	0	0

Somerset County Council	5	2	30	14	3	11	79	65	10	0
Staffordshire County Council	4	0	37	30	10	22	69	103	16	3
Suffolk County Council	5	0	35	19	10	16	62	85	15	0
Surrey County Council	8	1	60	63	21	35	63	188	28	2
Warwickshire County Council	4	1	23	14	4	11	73	57	6	5
West Sussex County Council	6	1	24	24	13	10	43	78	6	0
Worcestershire County Council	5	1	21	13	6	10	63	56	9	1

These statistics include all complaints and enquiries that were decided from 01 April 2016 to 31 March 2017.

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 <http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>