

Complaints and Enquiries Decided (by Outcome) 2017-18

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
Staffordshire County Council	7	2	39	28	10	40	80	126	33	5
Lancashire County Council	11	1	64	62	14	39	74	191	33	3
Essex County Council	9	0	61	55	25	35	58	185	31	0
Norfolk County Council	5	1	43	26	11	33	75	119	27	3
Nottinghamshire County Council	3	0	26	32	20	25	56	106	18	4
Northamptonshire County Council	5	1	40	17	7	21	75	91	18	3
Hertfordshire County Council	4	0	44	25	12	20	63	105	18	1
Kent County Council	11	0	59	55	30	19	39	174	19	0
North Yorkshire County Council	3	0	15	28	8	19	70	73	16	2
Surrey County Council	9	5	49	42	16	18	53	139	14	0
Devon County Council	2	0	33	31	15	17	53	98	13	1
Durham County Council	9	2	50	40	16	16	50	133	13	3
East Sussex County Council	8	0	25	20	19	16	46	88	11	1
Suffolk County Council	5	1	43	22	3	13	81	87	10	3
West Sussex County Council	4	0	23	34	15	12	44	88	9	1
Somerset County Council	4	1	42	11	7	12	63	77	10	0
Hampshire County Council	11	0	53	33	10	11	52	118	10	0
Lincolnshire County Council	1	0	37	17	7	11	61	73	11	0
Warwickshire County Council	2	0	31	12	15	11	42	71	10	0
Cumbria County Council	1	0	25	13	9	11	55	59	10	1
Worcestershire County Council	1	1	20	12	3	11	79	48	8	1
Buckinghamshire County Council	6	0	21	20	9	9	50	65	7	0
Derbyshire County Council	3	0	44	31	8	8	50	94	7	0
Gloucestershire County Council	6	0	23	19	8	8	50	64	6	2

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
Dorset County Council	5	0	21	14	9	8	47	57	8	0
Oxfordshire County Council	2	0	14	12	5	7	58	40	7	0
Leicestershire County Council	1	1	24	25	5	5	50	61	3	1
Cambridgeshire County Council	0	1	15	15	3	5	63	39	5	0
Rutland County Council	0	1	3	5	1	1	50	11	1	0

Notes

These statistics include all complaints and enquiries that were decided from 01 April 2017 to 31 March 2018.

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>