

Summary of Statistics 2016 - 2017

Complaints and Enquiries Received (by Category) 2016-17

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and	Highways and Transport	Housing	Planning and Development	Other	Total
Adur District Council	0	0	1	0	2	2	2	2	0	9
Allerdale Borough Council	0	0	0	0	3	1	1	4	0	9
Amber Valley Borough Council	0	2	2	0	1	1	1	9	0	16
Arun District Council	1	0	0	0	2	1	6	6	0	16
Ashfield District Council	0	3	0	0	4	0	7	3	1	18
Ashford Borough Council	0	3	0	0	2	2	5	9	0	21
Aylesbury Vale District Council	0	7	1	0	5	2	1	4	0	20
Babergh District Council	0	0	2	0	2	1	2	7	0	14
Barnsley Metropolitan Borough Council	12	8	6	6	10	6	6	4	2	60
Barrow-in-Furness Borough Council	0	5	1	1	2	0	0	1	1	11
Basildon Borough Council	1	3	1	3	3	2	7	5	2	27
Basingstoke & Deane Borough Council	0	3	3	0	1	0	2	7	0	16
Bassetlaw District Council	0	5	2	0	2	0	0	11	0	20
Bath and North East Somerset Council	10	2	4	7	2	17	3	13	1	59
Bedford Borough Council	4	9	3	16	2	2	8	9	0	53
Birmingham City Council	44	114	21	52	73	38	83	22	5	452
Blaby District Council	1	2	0	0	0	1	5	3	0	12
Blackburn with Darwen Council	7	3	4	10	5	5	1	6	0	41
Blackpool Borough Council	14	4	6	9	4	2	3	3	0	45
Bolsover District Council	0	2	1	0	0	0	1	3	0	7
Bolton Metropolitan Borough Council	6	11	6	10	16	1	5	13	1	69
Boston Borough Council	0	3	1	0	1	0	1	3	0	9
Bournemouth Borough Council	15	2	4	10	6	3	3	5	1	49

Bracknell Forest Council	1	5	3	5	2	1	3	3	0	23
Braintree District Council	0	1	0	0	2	1	2	3	0	9
Breckland District Council	0	1	7	0	2	0	3	19	0	32
Brentwood Borough Council	0	6	1	0	1	0	6	5	1	20
Brighton & Hove City Council	29	8	5	27	15	10	29	10	1	134
Bristol City Council	16	26	12	12	19	15	32	20	4	156
Broadland District Council	1	2	0	0	0	0	3	7	0	13
Broads Authority	0	0	0	0	0	1	0	1	0	2
Bromsgrove District Council	1	3	2	0	1	0	1	5	0	13
Broxbourne Borough Council	0	3	2	0	3	1	1	5	0	15
Broxtowe Borough Council	1	1	0	0	0	0	3	3	0	8
Buckinghamshire County Council	14	0	2	28	4	15	0	1	0	64
Burnley Borough Council	0	3	4	0	2	0	0	1	0	10
Bury Metropolitan Borough Council	12	8	1	9	11	9	2	5	0	57
Calderdale Metropolitan Borough Council	13	7	0	10	17	12	1	12	1	73
Cambridge City Council	0	3	3	0	3	0	2	5	2	18
Cambridgeshire County Council	15	0	2	25	0	6	0	2	1	51
Cannock Chase District Council	0	1	1	0	1	1	1	6	0	11
Canterbury City Council	0	1	2	0	5	2	6	14	0	30
Carlisle City Council	1	2	0	0	1	2	2	2	0	10
Castle Point Borough Council	0	2	1	0	0	0	0	1	0	4
Central Bedfordshire Council	4	3	0	11	7	9	6	14	0	54
Charnwood Borough Council	0	4	0	0	0	0	2	3	0	9
Chelmsford City Council	0	0	0	0	4	2	1	3	1	11
Cheltenham Borough Council	0	1	1	0	3	1	2	5	1	14
Cherwell District Council	0	3	4	0	1	4	0	25	0	37
Cheshire East Council	11	13	7	23	5	12	1	45	0	117
Cheshire West & Chester Council	18	4	9	6	8	11	4	11	0	71
Chesterfield Borough Council	1	0	1	0	1	1	4	3	0	11
Chichester District Council	0	1	2	0	1	2	2	8	0	16
Chiltern District Council	0	1	0	0	2	0	2	5	0	10
Chorley Borough Council	0	2	0	0	2	0	0	5	0	9
Christchurch Borough Council	0	1	4	0	5	2	2	4	0	18

City Of Bradford Metropolitan District Council	12	21	8	31	12	18	5	13	0	120
City of London	1	3	4	0	0	1	3	1	0	13
City of York Council	8	5	6	13	6	6	7	5	0	56
Colchester Borough Council	0	2	0	0	2	0	5	7	0	16
Copeland Borough Council	0	1	2	0	3	1	0	2	0	9
Corby Borough Council	0	2	0	1	4	1	4	0	1	13
Cornwall Council	34	12	12	35	21	14	17	53	3	201
Cotswold District Council	0	2	0	0	0	0	0	7	0	9
Council of the Isles of Scilly	0	0	1	1	0	0	0	0	1	3
Coventry City Council	13	11	10	17	17	16	14	7	0	105
Craven District Council	0	1	0	0	2	0	1	3	0	7
Crawley Borough Council	0	2	0	0	4	2	3	2	1	14
Cumbria County Council	19	0	8	13	3	4	0	1	1	49
Dacorum Borough Council	0	1	2	0	1	3	10	9	0	26
Darlington Borough Council	9	3	2	6	4	3	2	3	0	32
Dartford Borough Council	0	1	0	1	3	1	6	3	1	16
Dartmoor NPA	0	0	0	0	0	0	0	1	0	1
Daventry District Council	1	2	0	0	0	0	1	0	0	4
Derby City Council	10	7	4	20	5	7	7	6	1	67
Derbyshire County Council	23	1	5	35	3	16	0	1	0	84
Derbyshire Dales District Council	0	0	3	0	0	0	1	4	0	8
Devon County Council	34	0	2	47	3	28	0	3	1	118
Doncaster Metropolitan Borough Council	18	8	4	16	7	6	7	13	1	80
Dorset County Council	20	0	1	18	3	10	0	4	0	56
Dover District Council	1	1	1	0	4	3	2	3	0	15
Dudley Metropolitan Borough Council	15	5	2	16	10	5	10	4	0	67
Durham County Council	23	23	6	25	27	6	5	14	0	129
East Cambridgeshire District Council	0	2	0	0	0	0	1	3	0	6
East Devon District Council	0	2	4	0	2	1	6	10	0	25
East Dorset District Council	0	3	0	0	3	3	1	7	0	17
East Hampshire District Council	0	0	4	0	5	0	1	12	0	22
East Hertfordshire District Council	0	0	0	0	2	0	1	5	0	8
East Lindsey District Council	1	1	0	0	7	1	1	26	0	37

East Northamptonshire Council	0	0	1	0	1	0	1	4	0	7
East Riding of Yorkshire Council	15	12	6	18	11	10	4	19	0	95
East Staffordshire Borough Council	0	3	1	0	1	0	1	3	0	9
East Sussex County Council	33	0	0	43	1	9	1	0	0	87
Eastbourne Borough Council	0	12	0	0	5	1	8	6	1	33
Eastleigh Borough Council	0	2	1	0	1	0	2	2	0	8
Eden District Council	0	0	0	0	0	0	0	8	0	8
Elmbridge Borough Council	1	4	1	0	4	1	1	15	0	27
Environment Agency	0	0	0	0	5	0	0	0	0	5
Epping Forest District Council	1	5	3	0	8	2	14	15	0	48
Epsom & Ewell Borough Council	0	4	0	0	3	1	2	5	0	15
Erewash Borough Council	0	2	2	0	3	0	0	0	1	8
Essex County Council	64	0	7	83	7	43	0	5	1	210
Exeter City Council	0	0	1	0	1	1	2	4	0	9
Exmoor NPA	0	0	0	0	0	0	0	0	0	0
Fareham Borough Council	0	3	2	0	1	0	1	1	0	8
Fenland District Council	0	2	0	0	4	0	1	10	0	17
Forest Heath District Council	0	2	0	0	2	0	1	2	0	7
Forest of Dean District Council	0	1	0	1	2	0	1	9	0	14
Fylde Borough Council	0	1	1	0	4	0	1	4	0	11
Gateshead Metropolitan Borough Council	13	1	2	10	3	8	5	1	1	44
Gedling Borough Council	0	4	0	0	3	0	0	5	0	12
Gloucester City Council	0	4	0	1	7	1	2	2	0	17
Gloucestershire County Council	18	1	1	26	2	19	0	4	0	71
Gosport Borough Council	0	4	5	0	0	0	2	1	0	12
Gravesham Borough Council	0	3	1	0	0	1	9	3	0	17
Great Yarmouth Borough Council	1	3	1	0	1	1	5	0	0	12
Greater London Authority	0	0	1	0	0	0	3	1	0	5
Guildford Borough Council	0	3	5	1	4	1	6	7	1	28
Halton Borough Council	8	2	2	8	1	2	1	3	0	27
Hambleton District Council	0	2	1	0	1	0	1	8	0	13
Hampshire County Council	24	0	6	47	5	9	0	1	0	92
Harborough District Council	0	0	5	0	4	0	0	12	0	21

Harlow District Council	0	3	2	0	6	1	6	0	0	18
Harrogate Borough Council	0	2	0	0	5	1	3	13	0	24
Hart District Council	0	2	0	0	0	0	0	0	0	2
Hartlepool Borough Council	3	2	5	4	1	2	1	2	0	20
Hastings Borough Council	1	3	0	0	3	0	3	9	0	19
Havant Borough Council	0	2	1	0	4	0	0	0	0	7
Herefordshire Council	12	5	5	8	6	7	2	25	0	70
Hertfordshire County Council	38	0	2	56	4	17	0	3	1	121
Hertsmere Borough Council	0	4	1	0	2	0	1	8	0	16
High Peak Borough Council	0	0	0	0	2	2	1	2	0	7
Hinckley & Bosworth Borough Council	0	4	3	0	2	0	1	4	0	14
Horsham District Council	0	4	0	0	2	1	5	6	0	18
Huntingdonshire District Council	0	2	2	0	2	2	0	8	0	16
Hyndburn Borough Council	0	0	1	0	2	0	1	2	0	6
Ipswich Borough Council	0	1	1	0	2	0	8	0	0	12
Isle of Wight Council	10	1	1	8	5	8	4	6	0	43
Kent County Council	61	0	4	89	12	14	1	1	1	183
Kettering Borough Council	0	2	5	0	2	0	5	0	0	14
King's Lynn & West Norfolk Council	0	1	2	0	0	2	0	3	0	8
Kingston upon Hull City Council	10	11	3	19	8	2	3	8	1	65
Kirklees Metropolitan Borough Council	23	6	2	22	13	4	6	17	1	94
Knowsley Metropolitan Borough Council	11	1	7	7	10	2	6	8	0	52
Lake District NPA	0	0	0	0	0	0	0	6	0	6
Lancashire County Council	51	0	10	73	6	19	1	1	0	161
Lancaster City Council	0	5	0	1	1	1	2	5	0	15
Leeds City Council	27	14	10	52	17	17	22	42	0	201
Leicester City Council	22	25	6	14	13	8	16	9	1	114
Leicestershire County Council	21	0	3	26	5	17	0	0	1	73
Lewes District Council	0	2	0	0	0	0	3	5	1	11
Lichfield District Council	0	0	2	0	0	0	2	3	0	7
Lincoln City Council	0	3	1	0	3	0	1	2	0	10
Lincolnshire County Council	37	0	4	27	2	10	0	0	0	80
Liverpool City Council	29	38	13	35	16	10	8	12	2	163

London Borough of Barking & Dagenham	8	16	4	23	14	20	21	1	2	109
London Borough of Barnet	25	33	4	17	13	32	32	23	2	181
London Borough of Bexley	17	15	3	8	7	9	8	8	0	75
London Borough Of Brent	35	30	5	15	6	16	49	11	1	168
London Borough of Bromley	37	32	6	28	10	9	30	7	0	159
London Borough of Camden	13	14	9	9	17	21	26	7	1	117
London Borough of Croydon	17	40	2	27	16	21	50	12	0	185
London Borough of Ealing	19	28	4	15	39	25	52	28	2	212
London Borough of Enfield	18	37	5	17	17	14	14	9	1	132
London Borough of Hackney	11	22	6	19	7	22	39	9	1	136
London Borough of Hammersmith & Fulham	10	8	1	7	7	12	17	6	2	70
London Borough of Haringey	20	42	10	30	11	33	48	11	0	205
London Borough of Harrow	9	16	2	7	21	30	16	12	0	113
London Borough of Havering	16	16	6	10	5	13	31	5	2	104
London Borough of Hillingdon	13	17	4	16	11	20	32	17	3	133
London Borough of Hounslow	14	35	4	9	14	22	29	8	1	136
London Borough of Islington	18	18	10	4	8	10	29	5	4	106
London Borough of Lambeth	26	47	10	24	23	38	67	6	3	244
London Borough of Lewisham	16	27	5	28	6	11	36	5	1	135
London Borough of Merton	15	12	3	7	12	25	6	10	1	91
London Borough of Newham	13	21	5	25	14	32	76	5	3	194
London Borough of Redbridge	25	16	4	22	8	12	27	18	3	135
London Borough of Richmond upon Thames	11	7	7	7	7	3	4	12	1	59
London Borough of Southwark	13	23	12	23	6	20	62	7	0	166
London Borough of Sutton	5	6	2	13	2	6	9	8	0	51
London Borough of Tower Hamlets	10	13	10	14	12	14	33	7	1	114
London Borough of Waltham Forest	14	23	4	21	17	22	39	12	0	152
London Borough of Wandsworth	11	10	7	18	4	9	22	10	0	91
Luton Borough Council	13	6	5	17	4	4	15	9	0	73
Maidstone Borough Council	0	6	2	0	6	1	7	13	0	35
Maldon District Council	0	1	3	0	3	0	1	8	0	16
Malvern Hills District Council	0	1	2	0	1	1	0	7	0	12
Manchester City Council	16	23	10	43	19	17	12	4	0	144

Mansfield District Council	0	7	0	0	3	0	3	3	0	16
Medway Council	8	16	7	26	8	9	4	8	1	87
Melton Borough Council	0	1	1	0	2	0	1	2	0	7
Mendip District Council	0	4	1	1	4	0	1	9	0	20
Mid Devon District Council	0	0	0	0	0	0	0	7	0	7
Mid Suffolk District Council	1	2	2	0	0	0	3	8	0	16
Mid Sussex District Council	0	3	4	0	0	1	2	6	0	16
Middlesbrough Borough Council	3	5	5	8	3	6	1	1	0	32
Milton Keynes Council	10	7	4	10	11	8	8	7	1	66
Mole Valley District Council	0	0	1	0	0	0	1	1	0	3
New Forest District Council	0	0	0	0	0	0	5	6	0	11
New Forest NPA	0	0	0	0	0	0	0	3	0	3
Newark & Sherwood District Council	0	6	1	1	1	0	4	11	0	24
Newcastle upon Tyne City Council	11	9	3	8	11	6	9	5	4	66
Newcastle-under-Lyme Borough Council	0	10	1	0	8	2	0	9	0	30
Norfolk County Council	48	0	3	56	2	13	0	3	0	125
North Devon District Council	1	1	3	0	2	2	4	12	0	25
North Dorset District Council	0	2	0	0	0	0	1	5	0	8
North East Derbyshire District Council	0	2	2	0	3	0	1	3	0	11
North East Lincolnshire Council	9	5	5	3	2	4	7	2	0	37
North Hertfordshire District Council	0	1	2	0	2	0	1	2	1	9
North Kesteven District Council	0	0	1	0	1	0	6	4	1	13
North Lincolnshire Council	5	4	2	8	8	4	1	7	0	39
North Norfolk District Council	0	3	1	0	6	1	3	8	0	22
North Somerset Council	8	20	8	13	6	8	3	14	1	81
North Tyneside Metropolitan Borough Council	7	4	5	6	6	3	3	2	0	36
North Warwickshire Borough Council	0	1	1	0	0	0	1	2	0	5
North West Leicestershire District Council	0	4	1	0	2	0	6	5	0	18
North York Moors NPA	0	0	0	0	0	0	0	2	0	2
North Yorkshire County Council	47	0	5	27	4	15	0	0	0	98
Northampton Borough Council	0	7	2	0	10	2	2	1	0	24
Northamptonshire County Council	35	0	3	53	0	11	0	2	1	105
Northumberland Council	12	7	11	31	8	6	1	18	1	95

Northumberland NPA	0	0	0	0	0	1	0	0	0	1
Norwich City Council	0	8	3	0	3	3	13	2	0	32
Nottingham City Council	13	13	14	22	13	11	8	6	0	100
Nottinghamshire County Council	38	1	5	53	3	8	1	0	0	109
Nuneaton & Bedworth Borough Council	0	3	2	0	0	0	5	1	1	12
Oadby & Wigston Borough Council	0	2	0	0	5	0	2	0	0	9
Oldham Metropolitan Borough Council	8	9	6	17	5	6	3	4	1	59
Oxford City Council	0	5	0	0	2	1	3	2	0	13
Oxfordshire County Council	17	0	1	23	4	13	0	3	0	61
Peak District NPA	0	0	0	0	0	0	0	3	0	3
Pendle Borough Council	0	4	2	0	2	0	0	2	1	11
Peterborough City Council	7	5	4	21	3	2	5	6	1	54
Plymouth City Council	17	19	7	11	15	17	2	10	0	98
Poole Borough Council	7	1	5	2	4	0	6	3	0	28
Portsmouth City Council	10	3	2	10	2	2	6	6	1	42
Preston City Council	0	4	2	1	3	1	3	4	0	18
Purbeck District Council	0	0	0	0	0	0	0	5	0	5
Reading Borough Council	4	5	3	18	9	13	6	6	2	66
Redcar & Cleveland Council	5	5	3	7	3	1	0	3	0	27
Redditch Borough Council	0	4	1	0	2	1	0	4	0	12
Reigate & Banstead Borough Council	0	3	1	0	1	0	2	11	0	18
Ribble Valley Borough Council	0	0	0	0	0	0	0	2	0	2
Richmondshire District Council	0	1	0	0	2	0	1	4	0	8
Rochdale Metropolitan Borough Council	10	7	4	8	4	3	0	4	0	40
Rochford District Council	0	0	0	0	1	0	1	2	0	4
Rossendale Borough Council	0	8	2	0	6	1	0	5	0	22
Rother District Council	0	4	3	0	5	1	2	4	0	19
Rotherham Metropolitan Borough Council	5	4	6	9	7	5	4	1	0	41
Royal Borough of Greenwich	14	20	10	26	14	12	22	17	2	137
Royal Borough of Kensington & Chelsea	12	8	12	5	6	6	13	7	2	71
Royal Borough of Kingston upon Thames	10	8	3	7	2	19	14	4	0	67
Royal Borough of Windsor and Maidenhead Council	12	6	2	10	6	4	4	9	1	54
Rugby Borough Council	0	2	2	0	4	1	1	4	0	14

Runnymede Borough Council	0	1	1	0	0	0	0	9	1	12
Rushcliffe Borough Council	0	4	2	0	1	0	1	5	0	13
Rushmoor Borough Council	0	1	0	0	1	0	0	3	0	5
Rutland County Council	0	0	0	3	0	0	1	5	1	10
Ryedale District Council	0	1	1	0	1	0	0	2	0	5
Salford City Council	14	19	6	18	13	4	3	6	1	84
Sandwell Metropolitan Borough Council	19	17	7	21	12	2	19	5	1	103
Scarborough Borough Council	1	3	0	0	15	7	0	8	0	34
Sedgemoor District Council	0	0	4	0	0	0	3	7	0	14
Sefton Metropolitan Borough Council	16	5	6	20	5	1	2	6	2	63
Selby District Council	0	1	1	0	3	0	2	6	0	13
Sevenoaks District Council	1	2	2	0	0	1	1	4	0	11
Sheffield City Council	33	20	6	36	4	50	16	10	0	175
Shepway District Council	0	7	4	0	2	3	5	11	0	32
Shropshire Council	13	7	7	9	6	7	5	36	0	90
Slough Borough Council	8	12	4	13	5	6	12	3	1	64
Solihull Metropolitan Borough Council	9	3	4	5	6	3	5	6	0	41
Somerset County Council	24	0	4	25	0	12	0	1	1	67
South Bucks District Council	0	1	2	0	1	0	1	7	0	12
South Cambridgeshire District Council	0	4	2	0	1	0	2	13	0	22
South Derbyshire District Council	0	0	1	0	1	0	2	1	0	5
South Downs NPA	0	0	0	0	0	0	0	4	0	4
South Gloucestershire Council	7	7	3	7	6	1	3	8	0	42
South Hams District Council	1	3	5	0	1	0	0	12	0	22
South Holland District Council	0	2	3	0	1	0	0	1	0	7
South Kesteven District Council	0	0	3	1	2	0	2	5	0	13
South Lakeland District Council	0	1	0	0	0	1	1	7	0	10
South Norfolk District Council	0	0	2	0	1	1	0	10	0	14
South Northamptonshire District Council	0	2	0	0	0	0	0	6	0	8
South Oxfordshire District Council	0	6	1	0	0	0	3	8	0	18
South Ribble Borough Council	0	5	0	0	4	0	1	5	1	16
South Somerset District Council	0	3	2	0	1	0	3	6	0	15
South Staffordshire District Council	0	3	4	0	2	1	0	4	0	14

South Tyneside Metropolitan Borough Council	15	2	1	11	2	4	6	4	0	45
Southampton City Council	11	5	4	18	9	4	7	2	0	60
Southend-on-Sea Borough Council	11	2	0	14	2	7	12	4	2	54
Spelthorne Borough Council	1	0	1	0	0	3	1	2	0	8
St Albans City Council	0	4	1	0	1	4	4	16	0	30
St Edmundsbury Borough Council	0	2	2	0	0	0	2	6	0	12
St Helens Metropolitan Borough Council	15	4	1	11	6	3	1	3	0	44
Stafford Borough Council	0	5	5	0	3	0	0	7	0	20
Staffordshire County Council	41	1	4	44	6	15	0	2	0	113
Staffordshire Moorlands District Council	0	1	3	0	1	0	1	4	0	10
Stevenage Borough Council	0	4	1	0	1	1	3	3	0	13
Stockport Metropolitan Borough Council	31	7	2	16	4	7	1	4	0	72
Stockton-on-Tees Borough Council	6	5	5	7	3	3	2	8	0	39
Stoke-on-Trent City Council	10	15	4	16	4	3	7	2	0	61
Stratford-on-Avon District Council	0	2	2	0	1	0	1	9	0	15
Stroud District Council	0	1	0	0	1	0	2	4	0	8
Suffolk Coastal District Council	0	4	2	1	2	5	0	2	0	16
Suffolk County Council	25	0	5	40	4	14	0	0	0	88
Sunderland City Council	13	2	4	16	8	3	2	23	0	71
Surrey County Council	73	0	9	58	7	35	1	1	1	185
Surrey Heath Borough Council	1	3	1	0	2	1	2	6	0	16
Swale Borough Council	0	3	3	0	3	3	3	9	0	24
Swindon Borough Council	5	11	1	13	6	4	2	4	1	47
Tameside Metropolitan Borough Council	13	10	8	19	13	4	4	7	0	78
Tamworth Borough Council	0	1	0	0	2	1	3	0	0	7
Tandridge District Council	0	4	0	0	1	0	1	5	0	11
Taunton Deane Borough Council	0	2	1	0	6	0	3	5	0	17
Teignbridge District Council	0	5	1	0	1	2	3	10	0	22
Telford & Wrekin Council	2	5	2	10	3	0	1	6	0	29
Tendring District Council	0	7	3	0	1	0	2	9	0	22
Test Valley Borough Council	0	3	1	0	3	0	1	6	0	14
Tewkesbury Borough Council	0	2	0	0	2	1	2	1	0	8
Thanet District Council	0	10	5	1	9	1	10	11	0	47

Three Rivers District Council	0	4	1	0	2	1	4	6	0	18
Thurrock Council	5	14	2	14	10	3	12	5	0	65
Tonbridge and Malling Borough Council	0	0	0	0	3	2	1	5	0	11
Torbay Council	4	10	6	18	9	7	2	5	0	61
Torridge District Council	0	3	2	0	1	0	0	12	0	18
Trafford Council	14	14	2	9	10	16	3	5	0	73
Transport for London	0	0	4	0	18	259	0	0	0	281
Tunbridge Wells Borough Council	0	4	1	0	3	1	1	8	0	18
Uttlesford District Council	0	5	2	0	0	0	2	1	0	10
Vale of White Horse District Council	0	3	2	0	1	0	3	11	0	20
Wakefield City Council	16	3	5	11	9	5	3	12	0	64
Walsall Metropolitan Borough Council	9	8	3	21	13	2	5	16	2	79
Warrington Council	12	3	3	11	4	1	2	6	1	43
Warwick District Council	0	6	5	0	3	0	4	6	0	24
Warwickshire County Council	26	0	2	18	3	7	0	0	0	56
Watford Borough Council	0	6	2	0	1	0	6	4	0	19
Waveney District Council	0	10	1	0	1	4	4	1	0	21
Waverley Borough Council	0	1	3	0	1	2	4	11	1	23
Wealden District Council	0	5	1	0	1	0	0	11	0	18
Wellingborough Borough Council	0	1	2	0	2	0	4	1	0	10
Welwyn Hatfield Borough Council	0	9	1	0	4	2	4	7	0	27
West Berkshire Council	5	7	1	6	5	3	5	8	0	40
West Devon Borough Council	0	0	0	0	0	1	0	4	0	5
West Dorset District Council	0	1	1	0	1	0	1	11	0	15
West Lancashire Borough Council	1	3	1	0	0	0	2	1	1	9
West Lindsey District Council	0	3	1	0	4	1	2	9	0	20
West Oxfordshire District Council	0	0	0	0	1	0	0	3	0	4
West Somerset District Council	0	2	0	0	0	0	1	3	0	6
West Sussex County Council	30	0	3	29	1	13	0	6	0	82
Westminster City Council	10	51	3	8	16	13	16	4	1	122
Weymouth and Portland Borough Council	0	2	0	0	4	0	0	1	0	7
Wigan Metropolitan Borough Council	16	14	1	10	7	3	6	10	0	67
Wiltshire Council	9	3	5	19	9	4	6	17	1	73

Winchester City Council	0	1	2	0	0	0	0	7	0	10
Wirral Metropolitan Borough Council	29	10	7	28	5	13	5	3	1	101
Woking Borough Council	0	3	1	1	1	0	5	9	0	20
Wokingham Borough Council	7	1	1	12	2	1	1	7	1	33
Wolverhampton City Council	11	4	4	18	7	5	7	1	1	58
Worcester City Council	0	1	1	1	0	1	1	2	0	7
Worcestershire County Council	21	0	3	18	0	9	0	3	1	55
Worthing Borough Council	0	1	0	0	0	1	3	0	0	5
Wychavon District Council	0	1	0	0	1	0	1	8	0	11
Wycombe District Council	0	7	0	0	1	0	2	10	1	21
Wyre Borough Council	0	6	2	0	3	0	0	2	0	13
Wyre Forest District Council	0	1	0	0	2	0	1	1	0	5
Yorkshire Dales NPA	0	0	0	0	0	0	0	1	0	1
Totals	2555	2109	1010	2983	1687	2005	2044	2336	134	16863

Notes

These statistics include all complaints and enquiries that were received 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, please visit: <http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>