

## Complaints and Enquiries Received (by Category) 2019-20

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Adur District Council	0	0	1	0	1	1	2	1	2	8
Allerdale Borough Council	0	1	3	0	9	0	4	5	0	22
Amber Valley Borough Council	0	1	0	0	0	0	1	4	0	6
Arun District Council	0	1	4	0	2	1	1	10	0	19
Ashfield District Council	0	0	0	0	1	0	2	6	2	11
Ashford Borough Council	0	1	0	1	1	4	1	8	1	17
Aylesbury Vale District Council	0	7	0	0	17	0	2	14	1	41
Babergh District Council	0	0	2	0	1	0	3	2	0	8
Barnsley Metropolitan Borough Council	11	9	2	12	6	4	1	8	1	54
Barrow-in-Furness Borough Council	0	2	2	0	3	0	0	0	0	7
Basildon Borough Council	0	7	3	0	9	0	10	2	2	33
Basingstoke & Deane Borough Council	0	1	0	0	12	0	0	4	0	17
Bassetlaw District Council	0	2	2	0	2	0	1	6	0	13
Bath and North East Somerset Council	6	8	5	8	3	3	3	0	2	38
Bedford Borough Council	2	6	1	10	3	4	3	8	1	38
Birmingham City Council	40	81	23	78	179	39	83	22	16	561
Blaby District Council	0	1	0	0	2	1	0	1	0	5
Blackburn with Darwen Council	5	5	4	8	1	5	1	5	2	36
Blackpool Borough Council	9	4	2	19	5	2	1	3	0	45
Bolsover District Council	0	3	1	0	0	0	3	3	1	11
Bolton Metropolitan Borough Council	11	12	7	12	7	2	2	7	0	60
Boston Borough Council	0	3	1	0	2	0	0	2	0	8

Bournemouth Borough Council	2	0	0	0	0	0	1	0	0	3
Bournemouth, Christchurch and Poole Council	20	5	4	18	19	12	5	16	2	101
Bracknell Forest Council	4	3	3	11	3	2	5	2	1	34
Braintree District Council	0	2	0	0	0	2	2	1	0	7
Breckland District Council	0	2	1	0	0	0	1	4	0	8
Brentwood Borough Council	0	0	0	0	3	0	7	2	0	12
Brighton & Hove City Council	11	5	4	17	14	12	18	6	2	89
Bristol City Council	12	18	9	16	18	19	17	15	6	130
Broadland District Council	0	2	0	0	0	0	2	5	0	9
Broads Authority	0	0	0	0	0	0	0	1	0	1
Bromsgrove District Council	0	2	0	0	1	0	0	10	1	14
Broxbourne Borough Council	0	5	0	0	9	3	5	0	0	22
Broxtowe Borough Council	0	1	3	0	1	0	4	6	0	15
Buckinghamshire County Council	21	0	2	33	2	17	0	2	1	78
Burnley Borough Council	0	4	1	0	5	1	0	6	0	17
Bury Metropolitan Borough Council	12	2	7	25	11	8	6	2	0	73
Calderdale Metropolitan Borough Council	9	14	3	12	9	3	1	8	1	60
Cambridge City Council	0	3	1	0	5	0	1	4	0	14
Cambridgeshire County Council	23	0	2	37	5	4	0	0	0	71
Cannock Chase District Council	0	2	2	0	1	0	2	0	0	7
Canterbury City Council	0	2	5	0	6	1	3	7	1	25
Carlisle City Council	0	1	1	0	3	0	0	1	0	6
Castle Point Borough Council	0	0	0	0	0	0	4	6	1	11
Central Bedfordshire Council	5	3	2	17	3	4	3	16	1	54
Charnwood Borough Council	1	7	4	0	2	0	5	4	0	23
Chelmsford City Council	0	0	1	0	2	0	3	6	0	12
Cheltenham Borough Council	0	2	0	0	0	0	1	4	0	7
Cherwell District Council	0	2	3	0	6	1	1	6	0	19
Cheshire East Council	17	2	4	29	14	18	1	27	1	113
Cheshire West & Chester Council	14	5	5	20	3	9	0	10	1	67
Chesterfield Borough Council	0	3	5	0	2	0	0	4	1	15
Chichester District Council	0	4	2	0	2	1	0	2	0	11
Chiltern District Council	0	2	0	0	6	0	1	9	1	19

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East Hampshire District Council	0	2	0	0	3	0	2	3	0	10
East Hertfordshire District Council	0	1	0	0	0	0	1	7	1	10
East Lindsey District Council	0	1	4	0	8	1	3	12	0	29
East Northamptonshire Council	0	0	0	0	4	0	0	2	0	6
East Riding of Yorkshire Council	16	6	5	9	7	6	1	13	1	64
East Staffordshire Borough Council	1	4	0	0	3	0	0	0	0	8
East Suffolk Council	0	7	2	0	5	3	4	11	1	33
East Sussex County Council	45	0	4	44	1	9	0	1	1	105
Eastbourne Borough Council	0	1	2	0	2	0	4	4	1	14
Eastleigh Borough Council	1	2	5	0	3	2	2	8	1	24
Eden District Council	0	0	0	0	2	0	0	4	0	6
Elmbridge Borough Council	0	3	0	0	2	0	2	7	0	14
Environment Agency	0	0	0	0	9	0	0	1	0	10
Epping Forest District Council	1	2	2	0	1	0	10	8	1	25
Epsom & Ewell Borough Council	1	1	2	0	9	2	3	8	1	27
Erewash Borough Council	0	2	0	0	3	0	2	6	0	13
Essex County Council	94	0	9	74	13	92	0	1	2	285
Exeter City Council	0	1	0	0	4	1	3	3	0	12
Exmoor National Park Authority	0	0	0	0	0	0	0	1	0	1
Fareham Borough Council	0	2	1	0	1	0	2	6	1	13
Fenland District Council	0	2	3	0	0	1	0	3	1	10
Folkestone & Hythe District Council	0	4	2	0	9	1	5	8	0	29
Forest Heath District Council	0	0	0	0	1	0	0	0	0	1
Forest of Dean District Council	1	2	2	0	1	0	1	3	0	10
Fylde Borough Council	0	3	0	0	0	0	0	4	0	7
Gateshead Metropolitan Borough Council	12	2	4	11	3	8	7	2	2	51
Gedling Borough Council	0	1	2	0	3	0	0	6	0	12
Gloucester City Council	0	3	1	0	2	0	7	2	0	15
Gloucestershire County Council	18	0	6	44	2	21	0	2	0	93
Gosport Borough Council	0	1	0	0	1	1	1	0	0	4
Gravesham Borough Council	0	2	1	0	2	2	9	3	0	19
Great Yarmouth Borough Council	0	1	2	0	1	1	2	3	1	11
Greater London Authority	0	0	1	0	0	0	0	0	0	1

Guildford Borough Council	0	2	1	0	1	0	0	5	0	9
Halton Borough Council	7	2	0	12	4	22	2	2	0	51
Hambleton District Council	0	0	3	0	0	0	0	10	0	13
Hampshire County Council	36	0	5	73	4	16	0	2	3	139
Harborough District Council	0	1	2	0	1	0	0	3	0	7
Harlow District Council	0	2	1	0	2	0	6	0	2	13
Harrogate Borough Council	1	7	3	0	4	3	2	12	0	32
Hart District Council	0	1	0	0	0	0	1	4	0	6
Hartlepool Borough Council	4	2	3	8	2	2	0	2	0	23
Hastings Borough Council	0	1	1	0	5	0	1	5	0	13
Havant Borough Council	0	10	2	0	6	0	0	5	0	23
Herefordshire Council	5	2	3	15	6	8	2	11	0	52
Hertfordshire County Council	29	0	5	59	2	15	0	3	2	115
Hertsmere Borough Council	1	5	0	0	1	1	1	4	0	13
High Peak Borough Council	0	2	0	0	3	0	1	1	0	7
Hinckley & Bosworth Borough Council	0	1	0	0	1	0	4	6	0	12
Horsham District Council	0	2	2	0	3	0	0	4	0	11
Huntingdonshire District Council	0	2	0	0	5	3	3	10	0	23
Hyndburn Borough Council	0	1	2	0	1	0	1	1	0	6
Ipswich Borough Council	0	4	0	0	3	2	4	3	0	16
Isle of Wight Council	13	7	3	9	4	6	2	6	0	50
Kent County Council	66	0	8	112	3	23	0	4	2	218
Kettering Borough Council	0	1	0	0	4	0	3	7	0	15
King's Lynn & West Norfolk Council	0	4	0	0	0	2	0	6	0	12
Kingston upon Hull City Council	5	8	4	20	6	6	5	3	0	57
Kirklees Metropolitan Borough Council	25	9	8	29	24	7	6	10	5	123
Knowsley Metropolitan Borough Council	7	6	1	6	1	0	2	0	0	23
Lake District National Park Authority	0	0	0	0	0	0	0	5	0	5
Lancashire County Council	62	0	6	74	4	22	0	0	0	168
Lancaster City Council	0	0	1	0	1	0	1	2	0	5
Leeds City Council	25	11	8	33	29	18	28	30	3	185
Leicester City Council	20	11	10	23	9	6	25	5	3	112
Leicestershire County Council	23	0	3	36	2	8	1	1	1	75

Lewes District Council	0	4	1	0	4	0	3	5	0	17
Lichfield District Council	0	0	1	0	1	0	0	2	0	4
Lincoln City Council	0	3	1	0	4	1	4	0	0	13
Lincolnshire County Council	35	0	2	18	1	11	0	0	0	67
Liverpool City Council	20	13	11	37	16	13	13	7	0	130
London Borough of Barking & Dagenham	9	14	3	12	23	28	22	5	3	119
London Borough of Barnet	16	34	4	29	27	25	26	14	5	180
London Borough of Bexley	9	17	1	15	14	5	9	14	1	85
London Borough Of Brent	16	24	2	14	6	24	27	11	2	126
London Borough of Bromley	17	18	7	36	22	12	20	15	1	148
London Borough of Camden	13	11	3	20	10	15	31	6	2	111
London Borough of Croydon	25	22	5	36	29	13	41	26	4	201
London Borough of Ealing	21	26	5	12	26	30	41	29	0	190
London Borough of Enfield	24	11	7	13	17	16	44	18	7	157
London Borough of Hackney	23	11	3	12	11	16	29	7	4	116
London Borough of Hammersmith & Fulham	6	4	6	7	6	8	20	7	7	71
London Borough of Haringey	17	45	7	19	10	16	45	10	1	170
London Borough of Harrow	34	18	3	14	23	24	16	11	1	144
London Borough of Havering	16	7	4	12	8	33	30	10	1	121
London Borough of Hillingdon	14	15	4	13	6	18	32	14	3	119
London Borough of Hounslow	11	21	8	22	15	12	11	11	2	113
London Borough of Islington	19	7	6	7	9	10	21	4	1	84
London Borough of Lambeth	30	38	4	30	23	28	59	3	7	222
London Borough of Lewisham	21	14	8	25	13	7	20	12	2	122
London Borough of Merton	9	11	3	19	9	27	3	8	2	91
London Borough of Newham	21	16	8	42	20	34	67	9	16	233
London Borough of Redbridge	20	15	5	36	16	15	22	13	0	142
London Borough of Richmond upon Thames	10	11	5	18	6	8	5	11	1	75
London Borough of Southwark	14	15	6	11	15	16	67	9	7	160
London Borough of Sutton	6	5	2	20	10	6	12	7	1	69
London Borough of Tower Hamlets	10	10	12	15	17	21	36	1	6	128
London Borough of Waltham Forest	11	29	7	18	21	25	43	7	5	166
London Borough of Wandsworth	14	5	7	13	2	8	12	5	4	70

Luton Borough Council	13	12	1	10	8	2	8	12	1	67
Maidstone Borough Council	0	12	2	0	5	4	4	18	4	49
Maldon District Council	0	1	5	0	2	0	1	2	0	11
Malvern Hills District Council	0	0	0	0	0	0	0	5	0	5
Manchester City Council	13	27	9	28	17	35	17	8	3	157
Mansfield District Council	0	4	0	0	2	1	2	4	1	14
Medway Council	12	10	7	19	6	10	6	10	1	81
Melton Borough Council	0	0	1	0	1	0	2	2	0	6
Mendip District Council	0	4	0	0	4	0	1	8	0	17
Mid Devon District Council	0	1	2	0	1	1	2	6	0	13
Mid Suffolk District Council	0	1	5	0	1	1	1	4	0	13
Mid Sussex District Council	0	4	1	0	2	1	0	6	0	14
Middlesbrough Borough Council	7	3	2	13	6	3	0	2	0	36
Milton Keynes Council	10	4	6	19	7	8	10	15	1	80
Mole Valley District Council	0	0	1	0	6	3	1	7	0	18
New Forest District Council	1	0	3	0	2	1	4	5	0	16
New Forest National Park Authority	0	0	0	0	0	0	0	4	0	4
Newark & Sherwood District Council	0	3	2	0	1	0	1	4	0	11
Newcastle upon Tyne City Council	11	12	1	20	7	4	6	3	1	65
Newcastle-under-Lyme Borough Council	0	4	0	0	3	0	0	2	0	9
Norfolk County Council	67	0	9	60	0	6	0	1	0	143
North Devon District Council	0	4	3	0	5	0	1	5	0	18
North Dorest District Council	0	0	0	0	0	0	0	0	0	0
North East Derbyshire District Council	0	0	0	0	2	0	0	4	0	6
North East Lincolnshire Council	6	8	3	18	8	4	2	3	0	52
North Hertfordshire District Council	0	1	0	0	5	1	4	5	0	16
North Kesteven District Council	0	1	0	0	1	0	1	7	0	10
North Lincolnshire Council	6	1	2	7	6	2	2	5	0	31
North Norfolk District Council	0	2	1	0	3	0	3	1	0	10
North Somerset Council	11	13	4	8	14	7	2	12	1	72
North Tyneside Metropolitan Borough Council	6	5	2	17	4	7	3	3	3	50
North Warwickshire Borough Council	0	1	0	0	0	0	1	2	0	4
North West Leicestershire District Council	0	3	0	0	2	1	0	1	0	7

North York Moors National Park Authority	0	0	0	0	0	0	0	1	0	1
North Yorkshire County Council	30	1	4	25	6	10	0	2	1	79
Northampton Borough Council	1	5	4	0	9	3	5	7	1	35
Northamptonshire County Council	33	0	5	50	1	7	0	0	0	96
Northumberland County Council	15	8	3	18	7	11	5	20	1	88
Northumberland National Park Authority	0	0	0	0	0	0	0	0	0	0
Norwich City Council	0	11	3	0	12	5	8	1	1	41
Nottingham City Council	17	5	7	17	6	11	7	4	1	75
Nottinghamshire County Council	43	0	6	40	4	8	0	0	1	102
Nuneaton & Bedworth Borough Council	0	4	5	0	8	1	10	2	1	31
Oadby & Wigston Borough Council	0	2	1	0	2	0	2	2	0	9
Oldham Metropolitan Borough Council	11	7	3	18	5	8	4	19	0	75
Oxford City Council	0	3	0	0	1	4	6	3	0	17
Oxfordshire County Council	24	0	1	26	1	3	0	2	1	58
Peak District National Park Authority	0	0	2	0	0	0	0	2	0	4
Pendle Borough Council	0	2	3	0	9	0	0	4	0	18
Peterborough City Council	11	4	5	11	2	5	5	2	1	46
Plymouth City Council	18	15	3	16	21	24	3	9	0	109
Poole Borough Council	0	0	0	1	0	0	0	0	0	1
Portsmouth City Council	5	1	5	8	3	6	5	1	1	35
Preston City Council	0	5	1	0	1	1	1	6	0	15
Purbeck District Council	0	0	0	0	0	0	0	0	0	0
Reading Borough Council	7	9	3	5	5	9	4	4	0	46
Redcar & Cleveland Council	4	3	2	9	7	3	0	3	0	31
Redditch Borough Council	0	1	1	0	2	0	4	2	0	10
Reigate & Banstead Borough Council	0	1	1	0	3	1	2	8	0	16
Ribble Valley Borough Council	0	0	3	0	0	0	0	5	0	8
Richmondshire District Council	0	0	0	0	2	0	1	2	0	5
Rochdale Metropolitan Borough Council	12	8	7	9	3	3	1	7	1	51
Rochford District Council	0	1	1	0	3	0	2	5	0	12
Rossendale Borough Council	0	2	0	0	10	0	0	11	0	23
Rother District Council	0	4	1	0	1	0	3	6	1	16
Rotherham Metropolitan Borough Council	11	4	9	32	7	1	3	5	0	72



Royal Borough of Greenwich	17	11	9	31	16	10	26	5	2	127
Royal Borough of Kensington & Chelsea	8	5	2	9	2	3	25	1	2	57
Royal Borough of Kingston upon Thames	5	1	9	6	7	13	8	9	2	60
Royal Borough of Windsor and Maidenhead Council	5	2	2	10	8	6	3	10	1	47
Rugby Borough Council	0	4	0	0	5	0	2	2	1	14
Runnymede Borough Council	0	1	1	0	1	1	3	3	0	10
Rushcliffe Borough Council	0	1	0	0	1	0	1	2	0	5
Rushmoor Borough Council	0	0	0	0	0	0	2	1	0	3
Rutland County Council	1	0	1	4	0	1	0	2	0	9
Ryedale District Council	0	0	0	0	1	0	1	4	0	6
Salford City Council	8	30	1	11	8	2	5	6	2	73
Sandwell Metropolitan Borough Council	24	30	5	18	10	7	16	3	2	115
Scarborough Borough Council	0	4	2	0	5	1	0	4	0	16
Sedgemoor District Council	0	1	2	0	2	0	2	5	0	12
Sefton Metropolitan Borough Council	15	4	5	23	5	6	2	5	1	66
Selby District Council	1	2	2	0	3	0	1	7	0	16
Sevenoaks District Council	0	1	1	0	0	2	0	8	0	12
Sheffield City Council	36	12	10	25	12	25	13	6	4	143
Shropshire Council	19	9	4	12	7	12	1	20	0	84
Slough Borough Council	4	4	2	12	5	10	9	3	2	51
Solihull Metropolitan Borough Council	9	2	0	13	4	1	6	11	0	46
Somerset County Council	24	0	2	33	1	9	0	4	1	74
Somerset West and Taunton Council	0	4	1	0	5	0	4	13	1	28
South Bucks District Council	0	0	0	0	7	0	3	5	0	15
South Cambridgeshire District Council	0	2	2	0	5	0	3	11	0	23
South Derbyshire District Council	0	1	1	0	0	0	1	4	0	7
South Downs National Park Authority	0	0	0	0	0	0	0	4	0	4
South Gloucestershire Council	6	5	2	11	6	5	4	16	1	56
South Hams District Council	0	2	1	0	2	0	0	12	0	17
South Holland District Council	0	2	1	0	1	0	2	7	0	13
South Kesteven District Council	1	1	1	0	4	0	2	5	0	14
South Lakeland District Council	0	0	1	0	0	1	2	9	0	13
South Norfolk District Council	0	3	2	0	1	0	3	3	0	12

South Northamptonshire District Council	0	3	1	0	1	0	0	3	0	8
South Oxfordshire District Council	0	4	2	0	1	0	0	9	0	16
South Ribble Borough Council	0	0	0	0	1	0	3	2	0	6
South Somerset District Council	0	4	1	0	2	3	0	7	0	17
South Staffordshire District Council	0	1	0	0	0	0	2	6	0	9
South Tyneside Metropolitan Borough Council	7	3	4	12	7	2	5	0	0	40
Southampton City Council	4	2	4	20	12	4	7	4	2	59
Southend-on-Sea Borough Council	12	10	4	18	4	10	4	5	0	67
Spelthorne Borough Council	0	4	2	0	1	0	3	6	0	16
St Albans City Council	0	4	2	0	5	2	8	6	1	28
St Edmundsbury Borough Council	0	0	0	0	0	0	0	0	0	0
St Helens Metropolitan Borough Council	7	0	0	11	7	2	1	6	1	35
Stafford Borough Council	0	4	0	0	1	1	1	5	0	12
Staffordshire County Council	41	0	1	73	5	26	0	1	0	147
Staffordshire Moorlands District Council	0	0	2	0	0	0	0	3	0	5
Stevenage Borough Council	0	2	0	0	2	1	7	0	0	12
Stockport Metropolitan Borough Council	18	6	2	16	11	6	1	1	2	63
Stockton-on-Tees Borough Council	5	2	2	22	4	1	1	1	2	40
Stoke-on-Trent City Council	12	10	6	33	12	8	6	7	0	94
Stratford-on-Avon District Council	0	0	0	0	2	1	2	10	1	16
Stroud District Council	0	0	1	0	5	1	3	8	0	18
Suffolk Coastal District Council	0	0	0	0	0	0	0	0	0	0
Suffolk County Council	25	0	1	54	5	18	0	0	0	103
Sunderland City Council	13	9	4	21	9	9	2	6	1	74
Surrey County Council	41	0	13	104	7	19	0	0	1	185
Surrey Heath Borough Council	0	1	0	0	1	1	1	6	0	10
Swale Borough Council	0	1	2	0	3	5	2	9	0	22
Swindon Borough Council	8	8	1	22	4	6	6	0	4	59
Tameside Metropolitan Borough Council	18	8	3	20	6	3	2	9	1	70
Tamworth Borough Council	0	4	0	0	1	2	6	0	2	15
Tandridge District Council	0	1	2	0	0	0	4	8	1	16
Taunton Deane Borough Council	0	0	0	0	0	0	0	0	0	0
Teignbridge District Council	0	1	3	0	3	0	1	9	0	17

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West Suffolk Council	0	3	2	0	3	2	5	5	0	20
West Sussex County Council	40	0	6	50	5	18	0	7	2	128
Westminster City Council	12	16	5	10	11	8	35	3	1	101
Weymouth & Portland District Council	0	0	0	0	0	0	1	0	0	1
Wigan Metropolitan Borough Council	15	13	5	11	10	5	9	8	3	79
Wiltshire Council	14	2	10	23	5	6	4	15	0	79
Winchester City Council	0	1	2	0	3	3	2	3	0	14
Wirral Metropolitan Borough Council	24	10	3	45	5	7	2	10	2	108
Woking Borough Council	0	2	1	0	1	0	2	1	0	7
Wokingham Borough Council	7	1	4	20	2	5	1	9	0	49
Wolverhampton City Council	6	10	2	20	11	2	8	1	1	61
Worcester City Council	0	1	4	1	1	0	2	6	0	15
Worcestershire County Council	16	1	3	30	6	9	0	0	0	65
Worthing Borough Council	0	3	2	0	0	1	6	2	0	14
Wychavon District Council	0	1	3	0	3	0	0	1	0	8
Wycombe District Council	0	1	1	0	8	1	4	2	0	17
Wyre Borough Council	0	3	0	0	3	0	2	6	0	14
Wyre Forest District Council	0	1	0	0	3	3	0	3	0	10
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0	0	0	0
Totals	2552	1665	955	3536	2044	2051	1869	2041	306	17019

## Notes

These statistics include all complaints and enquiries that were received from 01 April 2019 to 31 March 2020.

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.

You can find comparisons with last year's data on the second tab of this workbook.

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















































































