

## Ombudsman Annual Letters – statistics - 2023

### Complaints received

	Adult care services	Education and childrens services	Benefits and tax	Corporate and other services	Environment Services	Highways and Transport	Housing	Planning and Development	Other/Null	Total
2023	n/a	n/a	2	1	4	n/a	3	3	n/a	13
2022	0	0	1	0	3	0	4	1	1	10
2021	0	1*	1	1	0	0	1	3	0	7
2020	0	0	3	5	2	0	0	4	1	15
2019	0	0	3	0	1	0	0	2	1	7

### Decisions made

	Incomplete /invalid complaint	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold Rate	Total	Complaints remedied by LGO	Complaints remedied Satisfactorily before LGO involvement
2023	1	0	5	5	2	0	0%	13	0	0
2022	1	3	2	3	0	1	100%	10	0	0
2021	0	1	1*	1	0	4	66%	6	3	1
2020	2	1	7	4	0	0	0%	14	0	0
2019	0	1	5	0	2	0	0%	8	0	0

\*error by LGO? - DCC function