

## Ombudsman Annual Letters – statistics - 2021

### 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/Nul l	Total
<b>2021</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>7</b>
2020	0		3	5	2	0	0	4	1	15
2019	0		3	0	1	0	0	2	1	7
2018	0		0	3	3	1	6	4	0	17
2017	1		0	1	1	1	4	3	0	11

### 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
<b>2021</b>	<b>0</b>	<b>1</b>	<b>1*</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>66%</b>	<b>6</b>	<b>3</b>	<b>1</b>
2020	2	1	7	4	0	0	0%	14	0	0

	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
2019	0	1	5	0	2	0	0%	8	0	0
2018	0	4	7	3	2	0	0%	16	0	0
2017	0	3	4	3	1	0	0%	11	0	0

\*DCC function?