

**APPENDIX B – Complaints received and decisions made by the LGO for Plymouth in 2020/21**

	Total complaints received	Decisions			Detailed investigations		
Category		Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld
Adult Social Care	12	0	0	4	2	3	4
Benefits and Tax	7	1	0	2	2	0	1
Corporate and Other Services	3	1	0	0	1	0	1
Education and Children's Services	10	0	0	4	3	0	2
Environmental Services, Public Protection and Regulation	14	0	0	7	3	1	3
Highways and Transport	7	0	0	3	2	0	1
Housing	3	0	1	1	0	0	0
Planning and Development	9	1	0	1	6	0	2
Other	1	1	0	0	0	0	0
<b>2020/21 Totals</b>	<b>66</b>	<b>4</b>	<b>1</b>	<b>22</b>	<b>19</b>	<b>4</b>	<b>14</b>
<b>% of 2020/21 Total decisions</b>		<b>6.3%</b>	<b>1.6%</b>	<b>34.4%</b>	<b>29.7%</b>	<b>6.3%</b>	<b>21.9%</b>
<b>2019/20 Totals</b>	<b>109</b>	<b>0</b>	<b>1</b>	<b>36</b>	<b>47</b>	<b>11</b>	<b>12</b>
<b>% of 2019/20 Total decisions</b>		<b>0.0%</b>	<b>0.9%</b>	<b>33.6%</b>	<b>43.9%</b>	<b>10.3%</b>	<b>11.2%</b>