

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 |
| 2020/21 Totals | 66 | 4 | 1 | 22 | 19 | 4 | 14 |
| % of 2020/21 Total decisions | | 6.3% | 1.6% | 34.4% | 29.7% | 6.3% | 21.9% |
| 2019/20 Totals | 109 | 0 | 1 | 36 | 47 | 11 | 12 |
| % of 2019/20 Total decisions | | 0.0% | 0.9% | 33.6% | 43.9% | 10.3% | 11.2% |