

APPENDIX B – Complaints received and decisions made by the LGO for Plymouth in 2021/22

Category	Total complaints received	Total decisions made	Decision				Detailed investigations	
			Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Not upheld	Upheld
Adult Care Service	15	15	0	5	0	5	1	4
Benefits & Tax	3	5	0	2	0	1	1	1
Corporate & Other Services	5	4	0	3	0	1	0	0
Education & Children's Services	19	17	0	6	1	7	1	2
Environmental Services, Public Protection & Regulation	21	23	0	11	1	8	0	3
Highways & Transport	15	14	0	8	0	5	1	0
Housing	1	1	0	0	0	0	0	1
Other	1	1	1	0	0	0	0	0
Planning & Development	7	8	0	7	0	1	0	0
2021/22 Totals	87	88	1	42	2	28	4	11
% of 2021/22 Total Decisions			1.1%	47.7%	2.3%	31.8%	4.5%	12.5%
2020/21 Totals	66	64	1	19	4	22	4	14
% of 2020/21 Total Decisions			1.6%	29.7%	6.3%	34.4%	6.3%	21.9%