

APPENDIX B – Complaints received and decisions made by the LGSCO for Plymouth in 2018/19

	Total complaints received	Decisions				Detailed investigations	
		Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld
Adult Social Care	20			9	6		4
Benefits and Tax	18			10	5		5
Corporate and Other Services	9			3	5		1
Education and Children's Services	15	2		6	3		2
Environmental Services, Public Protection and Regulation	18			13	5		2
Highways and Transport	13	1		2	8	1	1
Housing	2			1			2
Planning and Development	7		1	2	4	1	1
Other	1	1					
2018/19 Totals	103	4	1	46	36	2	18
<i>2017/18 Totals</i>	<i>127</i>	<i>4</i>	<i>3</i>	<i>48</i>	<i>40</i>	<i>11</i>	<i>15</i>