

## Number of formal complaints received 2016/17

AUTHORITY NAME	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	Total Reported (NB not all authorities submit data for all quarters)
Adur	49	43	66	80	238
Allerdale	Missing	Missing	Missing	Missing	0
Amber Valley	Missing	Missing	Missing	Missing	0
Arun	Missing	Missing	Missing	Missing	0
Ashfield	27	18	29	19	93
Ashford	Missing	Missing	Missing	Missing	0
Aylesbury Vale	Missing	Missing	Missing	Missing	0
Babergh	Missing	Missing	Missing	Missing	0
Barking and Dagenham	Missing	Missing	Missing	Missing	0
Barnet	1209	1313	1283	1178	4983
Barnsley	107	Missing	Missing	Missing	107
Basildon	Missing	Missing	Missing	Missing	0
Basingstoke and Deane	Missing	Missing	Missing	Missing	0
Bassetlaw	18	42	27	36	123
Bath and North East Somerset	Missing	Missing	Missing	Missing	0
Bexley	160	256	Missing	Missing	416
Birmingham	4053	3631	3621	3924	15229
Blaby	Missing	Missing	Missing	Missing	0
Blackburn with Darwen	Missing	Missing	Missing	Missing	0
Blackpool	200	Missing	Missing	Missing	200
Bolsover	Missing	Missing	Missing	Missing	0
Bolton	Missing	Missing	Missing	Missing	0
Boston	29	26	25	26	106
Bournemouth	Missing	190	118	Missing	308
Bracknell Forest	21	22	Missing	Missing	43
Bradford	Missing	Missing	Missing	Missing	0
Braintree	215	183	142	140	680
Breckland	Missing	Missing	Missing	Missing	0
Brent	138	252	156	250	796
Brentwood	Missing	Missing	Missing	Missing	0
Brighton and Hove	437	441	317	290	1485
Broadland	Missing	Missing	Missing	Missing	0
Bromley	Missing	Missing	Missing	Missing	0
Bromsgrove	Missing	Missing	Missing	Missing	0
Broxbourne	Missing	Missing	Missing	Missing	0
Broxtowe	Missing	Missing	Missing	Missing	0
Buckinghamshire	Missing	Missing	Missing	Missing	0
Burnley	Missing	Missing	Missing	Missing	0
Calderdale	Missing	Missing	Missing	Missing	0
Cambridge	Missing	Missing	Missing	Missing	0
Cambridgeshire	Missing	Missing	Missing	Missing	0

Camden	Missing	Missing	Missing	Missing	0
Cannock Chase	Missing	Missing	Missing	Missing	0
Canterbury	Missing	Missing	Missing	Missing	0
Carlisle	Missing	Missing	Missing	Missing	0
Castle Point	Missing	Missing	Missing	Missing	0
Charnwood	40	54	37	41	172
Chelmsford	Missing	Missing	Missing	Missing	0
Cheltenham	Missing	Missing	Missing	Missing	0
Cherwell	44	70	44	49	207
Chesterfield	Missing	Missing	Missing	Missing	0
Chichester	28	25	Missing	Missing	53
Chiltern	Missing	Missing	Missing	Missing	0
Chorley	10	4	1	3	18
Christchurch	Missing	Missing	Missing	Missing	0
Colchester	Missing	Missing	Missing	Missing	0
Copeland	Missing	Missing	Missing	Missing	0
Corby	Missing	Missing	Missing	Missing	0
City of London	Missing	Missing	Missing	Missing	0
Cotswold	Missing	Missing	Missing	Missing	0
Coventry	Missing	Missing	Missing	Missing	0
Craven	Missing	Missing	Missing	Missing	0
Crawley	Missing	Missing	Missing	Missing	0
Croydon	Missing	Missing	Missing	Missing	0
Cumbria	Missing	Missing	Missing	Missing	0
Dacorum	Missing	Missing	Missing	Missing	0
Darlington	Missing	Missing	Missing	Missing	0
Dartford	Missing	Missing	Missing	Missing	0
Daventry	279	289	271	349	1188
Derby	Missing	Missing	Missing	Missing	0
Derbyshire	Missing	Missing	Missing	Missing	0
Derbyshire Dales	Missing	Missing	Missing	Missing	0
Devon	409	351	278	378	1416
Doncaster	Missing	Missing	Missing	Missing	0
Dorset	Missing	Missing	Missing	Missing	0
Dover	Missing	Missing	Missing	Missing	0
East Cambridgeshire	12	8	17	5	42
East Devon	Missing	Missing	Missing	Missing	0
East Dorset	Missing	Missing	Missing	Missing	0
East Hampshire	68	89	68	76	301
East Hertfordshire	13	27	27	Missing	67
East Lindsey	11	10	15	Missing	36
East Northamptonshire	17	9	10	23	59
East Riding of Yorkshire	Missing	Missing	Missing	Missing	0
<b>East Staffordshire</b>	<b>16</b>	<b>8</b>	<b>12</b>	<b>21</b>	<b>57</b>
East Sussex	Missing	Missing	Missing	Missing	0
Eastbourne	Missing	Missing	Missing	Missing	0
Eastleigh	Missing	Missing	Missing	Missing	0

Eden	Missing	Missing	Missing	Missing	0
Enfield	Missing	Missing	Missing	Missing	0
Epping Forest	Missing	Missing	Missing	Missing	0
Epsom and Ewell	407	Missing	Missing	Missing	407
Erewash	163	125	90	100	478
Essex	Missing	Missing	Missing	Missing	0
Exeter	Missing	Missing	Missing	Missing	0
Fareham	Missing	Missing	Missing	Missing	0
Fenland	Missing	Missing	Missing	Missing	0
Forest Heath	Missing	Missing	Missing	Missing	0
Forest of Dean	Missing	Missing	Missing	Missing	0
Fylde	Missing	Missing	Missing	Missing	0
Gedling	64	58	68	77	267
Gloucester	Missing	Missing	Missing	Missing	0
Gloucestershire	177	161	156	145	639
Gosport	2	2	1	3	8
Gravesham	Missing	Missing	Missing	Missing	0
Great Yarmouth	Missing	Missing	Missing	Missing	0
Greenwich	Missing	Missing	Missing	Missing	0
Guildford	Missing	Missing	Missing	Missing	0
Hackney	875	837	812	843	3367
Halton	Missing	Missing	Missing	Missing	0
Hammersmith and Fulham	Missing	Missing	Missing	Missing	0
Hampshire	Missing	Missing	Missing	Missing	0
Harborough	Missing	Missing	Missing	Missing	0
Haringey	440	439	514	422	1815
Harlow	Missing	Missing	Missing	Missing	0
Harrogate	21	22	31	31	105
Harrow	547	478	572	740	2337
Hart	Missing	Missing	Missing	Missing	0
Hartlepool	Missing	Missing	Missing	Missing	0
Hastings	Missing	Missing	Missing	Missing	0
Havant	41	45	33	42	161
Havering	Missing	Missing	Missing	Missing	0
Herefordshire	Missing	Missing	Missing	Missing	0
Hertfordshire	277	291	298	262	1128
Hertsmere	Missing	Missing	Missing	Missing	0
High Peak	130	143	93	82	448
Hillingdon	Missing	Missing	Missing	Missing	0
Hinckley and Bosworth	58	36	30	51	175
Horsham	56	46	52	61	215
Hounslow	228	190	115	161	694
Huntingdonshire	Missing	Missing	Missing	Missing	0
Hyndburn	Missing	Missing	Missing	Missing	0
Ipswich	84	98	47	73	302
Isle of Wight	Missing	Missing	Missing	Missing	0
Islington	Missing	Missing	Missing	Missing	0

Kensington and Chelsea	Missing	Missing	Missing	Missing	0
Kent	791	894	833	900	3418
Kettering	Missing	Missing	Missing	Missing	0
King's Lynn and West Norfolk	3	9	5	8	25
Kingston upon Hull	Missing	Missing	Missing	Missing	0
Kirklees	Missing	Missing	Missing	Missing	0
Knowsley	Missing	Missing	Missing	Missing	0
Lambeth	Missing	Missing	Missing	Missing	0
Lancashire	Missing	Missing	Missing	Missing	0
Lancaster	Missing	Missing	Missing	Missing	0
Leeds	1117	1010	923	960	4010
Leicester	Missing	Missing	Missing	Missing	0
Leicestershire	117	139	137	101	494
Lewes	Missing	Missing	Missing	Missing	0
Lewisham	Missing	Missing	Missing	Missing	0
Lichfield	165	131	92	61	449
Lincoln	84	92	74	97	347
Lincolnshire	Missing	Missing	Missing	Missing	0
Liverpool	Missing	Missing	Missing	Missing	0
Luton	Missing	Missing	Missing	Missing	0
Maidstone	Missing	Missing	Missing	Missing	0
Maldon	Missing	Missing	Missing	Missing	0
Malvern Hills	17	13	22	36	88
Manchester	Missing	Missing	Missing	Missing	0
Mansfield	Missing	Missing	Missing	Missing	0
Medway	Missing	Missing	Missing	Missing	0
Melton	Missing	Missing	Missing	Missing	0
Mendip	Missing	Missing	Missing	Missing	0
Merton	Missing	Missing	Missing	Missing	0
Mid Devon	106	73	62	76	317
Mid Suffolk	Missing	Missing	Missing	Missing	0
Mid Sussex	43	55	36	59	193
Milton Keynes	288	280	242	254	1064
Mole Valley	Missing	Missing	Missing	Missing	0
New Forest	25	Missing	Missing	Missing	25
Newark and Sherwood	35	43	22	26	126
Newcastle upon Tyne	Missing	Missing	Missing	Missing	0
Newham	Missing	Missing	Missing	Missing	0
Norfolk	Missing	Missing	Missing	Missing	0
North Devon	Missing	132	123	Missing	255
North Dorset	8	5	4	Missing	17
North East Derbyshire	Missing	Missing	Missing	Missing	0
North East Lincolnshire	184	140	108	113	545
North Hertfordshire	Missing	Missing	Missing	Missing	0
North Kesteven	Missing	Missing	Missing	Missing	0
North Lincolnshire	Missing	Missing	Missing	Missing	0
North Norfolk	9	17	12	18	56

North Somerset	Missing	Missing	Missing	Missing	0
North Tyneside	Missing	Missing	Missing	Missing	0
North Warwickshire	12	11	18	17	58
North West Leicestershire	Missing	Missing	Missing	Missing	0
North Yorkshire	Missing	Missing	Missing	Missing	0
Northampton	Missing	Missing	Missing	Missing	0
Northamptonshire	Missing	Missing	Missing	Missing	0
Norwich	367	355	248	382	1352
Nottingham	Missing	Missing	Missing	Missing	0
Nottinghamshire	359	303	269	255	1186
Nuneaton and Bedworth	182	139	99	132	552
Oadby and Wigston	Missing	Missing	Missing	Missing	0
Oldham	224	241	169	191	825
Oxford	Missing	Missing	Missing	Missing	0
Oxfordshire	Missing	Missing	Missing	Missing	0
Pendle	Missing	Missing	Missing	Missing	0
Peterborough	Missing	Missing	Missing	Missing	0
Plymouth	Missing	Missing	Missing	Missing	0
Portsmouth	Missing	Missing	Missing	Missing	0
Preston	Missing	Missing	Missing	Missing	0
Purbeck	22	20	19	16	77
Reading	312	346	237	291	1186
Redbridge	Missing	Missing	Missing	Missing	0
Redcar and Cleveland	Missing	Missing	Missing	Missing	0
Redditch	Missing	Missing	Missing	Missing	0
Reigate and Banstead	Missing	Missing	Missing	Missing	0
Ribble Valley	3	4	3	2	12
Richmond upon Thames	Missing	Missing	Missing	Missing	0
Richmondshire	Missing	Missing	Missing	Missing	0
Rochdale	Missing	Missing	Missing	Missing	0
Rochford	50	53	25	33	161
Rossendale	20	31	Missing	Missing	51
Rother	14	21	22	20	77
Rotherham	Missing	Missing	Missing	Missing	0
Rugby	Missing	Missing	Missing	Missing	0
Runnymede	Missing	Missing	Missing	Missing	0
Rushcliffe	10	11	8	13	42
Rushmoor	Missing	Missing	Missing	Missing	0
Rutland	40	38	27	35	140
Ryedale	Missing	Missing	Missing	Missing	0
Salford	Missing	Missing	Missing	Missing	0
Sandwell	Missing	Missing	Missing	Missing	0
Scarborough	58	80	39	67	244
Sedgemoor	Missing	Missing	Missing	Missing	0
Sefton	Missing	Missing	Missing	Missing	0
Selby	Missing	Missing	Missing	Missing	0
Sevenoaks	22	21	28	13	84

Sheffield	Missing	Missing	Missing	Missing	0
Shepway	Missing	Missing	Missing	Missing	0
Slough	139	146	103	126	514
Solihull	197	176	158	153	684
Somerset	267	232	236	293	1028
South Bucks	17	46	74	102	239
South Cambridgeshire	45	41	45	40	171
South Derbyshire	Missing	Missing	Missing	Missing	0
South Gloucestershire	Missing	Missing	Missing	Missing	0
South Hams	Missing	Missing	Missing	Missing	0
South Holland	34	39	42	55	170
South Kesteven	44	91	38	69	242
South Lakeland	Missing	Missing	Missing	Missing	0
South Norfolk	Missing	Missing	Missing	Missing	0
South Northamptonshire	30	55	27	44	156
South Oxfordshire	Missing	Missing	Missing	Missing	0
South Ribble	Missing	Missing	Missing	Missing	0
South Somerset	48	50	39	33	170
South Staffordshire	17	24	40	99	180
South Tyneside	Missing	Missing	Missing	Missing	0
Southampton	66	148	113	Missing	327
Southend-on-Sea	Missing	Missing	Missing	Missing	0
Southwark	Missing	Missing	Missing	Missing	0
Spelthorne	Missing	Missing	Missing	Missing	0
St Albans	Missing	Missing	Missing	Missing	0
St. Helens	Missing	Missing	Missing	Missing	0
Stafford	Missing	Missing	Missing	Missing	0
Staffordshire	Missing	Missing	Missing	Missing	0
Staffordshire Moorlands	86	69	41	49	245
Stevenage	Missing	Missing	Missing	Missing	0
Stockport	110	105	110	Missing	325
Stockton-on-Tees	Missing	Missing	Missing	Missing	0
Stoke-on-Trent	Missing	Missing	Missing	Missing	0
Stratford-on-Avon	Missing	7	4	8	19
Stroud	Missing	Missing	Missing	Missing	0
Suffolk	Missing	Missing	Missing	Missing	0
Suffolk Coastal	24	37	161	68	290
Sunderland	Suppressed	Suppressed	Suppressed	Suppressed	0
Surrey	377	421	Missing	Missing	798
Surrey Heath	Missing	Missing	Missing	Missing	0
Sutton	Missing	Missing	Missing	Missing	0
Swale	80	120	61	80	341
Swindon	Missing	608	613	667	1888
Tameside	Missing	Missing	407	1281	1688
Tamworth	91	78	Missing	Missing	169
Tandridge	Missing	Missing	Missing	Missing	0
Taunton Deane	Missing	Missing	Missing	Missing	0

Teignbridge	Missing	Missing	Missing	Missing	0
Telford and Wrekin	Missing	Missing	Missing	Missing	0
Tendring	25	30	31	24	110
Test Valley	Missing	Missing	Missing	Missing	0
Tewkesbury	3	4	3	3	13
Thanet	Missing	Missing	Missing	Missing	0
Three Rivers	Missing	Missing	Missing	Missing	0
Thurrock	Missing	Missing	Missing	Missing	0
Tonbridge and Malling	Missing	Missing	Missing	Missing	0
Torbay	Missing	Missing	Missing	Missing	0
Torridge	16	8	38	Missing	62
Tower Hamlets	Missing	Missing	Missing	Missing	0
Trafford	77	56	34	143	310
Tunbridge Wells	Missing	Missing	Missing	Missing	0
Uttlesford	Missing	Missing	Missing	Missing	0
Vale of White Horse	Missing	Missing	Missing	Missing	0
Wakefield	Missing	Missing	Missing	Missing	0
Walsall	Missing	Missing	Missing	Missing	0
Waltham Forest	Missing	Missing	Missing	Missing	0
Wandsworth	Missing	Missing	Missing	Missing	0
Warrington	102	106	63	96	367
Warwick	Missing	Missing	Missing	Missing	0
Warwickshire	140	Missing	Missing	Missing	140
Watford	Missing	Missing	Missing	Missing	0
Waveney	81	111	79	123	394
Waverley	123	119	112	140	494
Wealden	Missing	Missing	Missing	Missing	0
Wellingborough	23	20	12	Missing	55
Welwyn Hatfield	Missing	Missing	Missing	Missing	0
West Berkshire	Missing	Missing	Missing	Missing	0
West Devon	Missing	Missing	Missing	Missing	0
West Dorset	Missing	Missing	Missing	Missing	0
West Lancashire	Missing	Missing	Missing	Missing	0
West Lindsey	Missing	Missing	Missing	Missing	0
West Oxfordshire	Missing	Missing	Missing	Missing	0
West Somerset	Missing	Missing	Missing	Missing	0
West Sussex	Missing	Missing	Missing	Missing	0
Westminster	Missing	Missing	Missing	Missing	0
Weymouth and Portland	Missing	Missing	Missing	Missing	0
Wigan	Missing	Missing	Missing	Missing	0
Winchester	87	97	117	67	368
Windsor and Maidenhead	187	Missing	Missing	Missing	187
Wirral	Missing	Missing	Missing	Missing	0
Woking	Missing	Missing	Missing	Missing	0
Wokingham	Missing	Missing	Missing	Missing	0
Wolverhampton	Missing	Missing	Missing	Missing	0
Worcester	Missing	Missing	Missing	Missing	0

Worcestershire	204	176	192	205	<b>777</b>
Worthing	49	Missing	66	80	<b>195</b>
Wychavon	26	27	27	26	<b>106</b>
Wycombe	89	72	74	107	<b>342</b>
Wyre	Missing	Missing	Missing	Missing	<b>0</b>
Wyre Forest	Missing	Missing	Missing	Missing	<b>0</b>
York	Missing	Missing	Missing	Missing	<b>0</b>
Barrow-in-Furness	Missing	Missing	Missing	Missing	<b>0</b>
Bury	Missing	Missing	Missing	Missing	<b>0</b>
Dudley	315	294	227	283	<b>1119</b>
Ealing	Suppressed	Suppressed	Suppressed	1076	<b>1076</b>
Elmbridge	47	38	28	31	<b>144</b>
Gateshead	Missing	Missing	Missing	Missing	<b>0</b>
Hambleton	34	39	35	37	<b>145</b>
Middlesbrough	Missing	Missing	Missing	Missing	<b>0</b>
St Edmundsbury	Missing	Missing	Missing	Missing	<b>0</b>
Bristol	Missing	Missing	Missing	Missing	<b>0</b>
Kingston upon Thames	Missing	Missing	Missing	Missing	<b>0</b>
Newcastle-under-Lyme	3	14	2	4	<b>23</b>
Poole	85	95	109	Missing	<b>289</b>
Durham	Missing	Missing	Missing	Missing	<b>0</b>
Cornwall	300	303	240	244	<b>1087</b>
Northumberland	Missing	Missing	Missing	Missing	<b>0</b>
Shropshire	Missing	Missing	Missing	Missing	<b>0</b>
Cheshire East	430	413	450	317	<b>1610</b>
Cheshire West and Chester	Missing	Missing	Missing	Missing	<b>0</b>
Bedford Borough	Missing	Missing	Missing	Missing	<b>0</b>
Central Bedfordshire	Missing	Missing	Missing	Missing	<b>0</b>
Isles of Scilly	Missing	Missing	Missing	Missing	<b>0</b>
Wiltshire	216	211	167	170	<b>764</b>