

## Complaints and Enquiries Received (by Category) 2019-20

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Bristol City Council	12	18	9	16	18	19	17	15	6	130
Coventry City Council	14	11	6	25	25	21	6	5	4	117
Derby City Council	11	5	2	22	7	3	3	0	0	53
Leicester City Council	20	11	10	23	9	6	25	5	3	112
Nottingham City Council	17	5	7	17	6	11	7	4	1	75

### Notes

These statistics include all complaints and enquiries that were received from 01 April 2019 to 31 March 2020.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

You can find comparisons with last year's data on the second tab of this workbook.

For more information on how to interpret our statistics, please visit: <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

