

Local Authority Report: Tamworth Borough Council  
For the Period Ending: 31/03/2018

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

### Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
1	4	0	0	1	0	1	1	0	8

### Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Uphold Rate	Total
				Not Upheld	Upheld			
0	1	4	2	0	0	0%	7	

#### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.  
The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

#### Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0

### Enquiries/ Complaints Received

Reference	Authority	Category	Received
17002244	Tamworth Borough Council	Housing	12/05/2017
17004158	Tamworth Borough Council	Benefits & Tax	14/06/2017
17004447	Tamworth Borough Council	Planning & Development	19/06/2017
17008768	Tamworth Borough Council	Benefits & Tax	29/08/2017
17011407	Tamworth Borough Council	Benefits & Tax	12/10/2017
17012841	Tamworth Borough Council	Environmental Services & Public Protection & Regulation	07/11/2017
17015491	Tamworth Borough Council	Benefits & Tax	27/03/2018
17017216	Tamworth Borough Council	Adult Care Services	01/02/2018

### Enquiries/ Complaints Decided

Reference	Authority	Category	Decided	Decision	Remedy
16018853	Tamworth Borough Council	Environmental Services & Public Protection & Regulation	10/04/2017	Referred back for local resolution	Null
17002244	Tamworth Borough Council	Housing	12/05/2017	Advice given	Null
17004158	Tamworth Borough Council	Benefits & Tax	19/07/2017	Closed after initial enquiries	Null
17004447	Tamworth Borough Council	Planning & Development	19/06/2017	Referred back for local resolution	Null
17008768	Tamworth Borough Council	Benefits & Tax	29/09/2017	Closed after initial enquiries	Null
17011407	Tamworth Borough Council	Benefits & Tax	12/10/2017	Referred back for local resolution	Null
17012841	Tamworth Borough Council	Environmental Services & Public Protection & Regulation	07/11/2017	Referred back for local resolution	Null

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