

APPENDIX 2

Complaints received

	Hyndburn	Burnley	Pendle	Rossendale	Ribble Valley	South Ribble	Preston	Chorley
Total number of complaints	12	13	19	25	4	14	25	12
Benefits / CT	5	6	7	4	0	1	8	2
Corporate services	0	3	1	2	1	3	7	1
Environmental	0	2	5	7	0	2	0	1
Housing	1	2	1	1	0	2	5	1
Planning	6	0	4	9	3	6	2	6
Highways	0	0	1	1	0	0	3	1
Adult care	0	0	0	1	0	0	0	0

Complaints determined

	Hyndburn	Burnley	Pendle	Rossendale	Ribble Valley	South Ribble	Preston	Chorley
Upheld	4	0	1	0	0	1	0	0
Not upheld	1	3	1	0	2	1	2	0
Advice given	0	1	1	0	0	0	1	0
Initial enquiry	1	6	6	5	1	2	13	4
Invalid	0	2	0	1	0	0	2	0
Local resolution	7	3	7	13	1	10	7	5