

LGO advice team

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Environmental Services & Public Protection & Regulation	Housing	Total
Premature complaints	1	2	2	1	6
Forwarded to Investigative team (resubmitted)	0	0	1	0	1
Forwarded to Investigative team (new)	1	1	0	0	2
Total	2	3	3	1	9

Investigative team - Decisions

Not investigated			Investigated			Report	Total
No power to investigate	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries		
1	0	0	0	1	1	1	4

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	1	14.0