



Summary of Complaints 2018/19

The number of complaints received and upheld is as follows:

<u>Year</u>	No. Received	% Upheld	No. Received by the Ombudsman	No. Upheld by the Ombudsman
2008/2009	63	56%	0	0
2009/2010 ^	54	22%	1 **	0
2010/2011 ^	81	48%	0	0
2011/2012 ^	57	58%	0	0
2012/2013	44	70%	0	0
2013/2014	48	75%	0	0
2014/2015	20	70%	0	0
2015/2016	28	64%	0	0
2016/2017	18	61%	1	0
2017/2018	10	70%	0	0
2018/2019	6	50%	0	0

** - These complaints were sent to the Ombudsman without going through our own procedures. In these cases the Ombudsman forwarded the complaints to us to deal with in the first instance.

^ - includes complaints against the services provided by Wrekin Housing Trust on our behalf.