

Three Rivers District Council (TRDC) – Corporate Complaints & Praise

During the period 1 April 2018 to 31 March 2019 TRDC received 85 complaints

Of which:

74 (87%) were resolved at Stage 1 of our complaints procedure

32 (37%) were upheld or partly upheld

During this period TRDC received 233 expressions of praise for work carried out by its officers

During this period the Local Government Ombudsman (LGO) investigated 11 complaints against TRDC

- 2 investigated & not upheld by LGO
- 4 Not investigated - deemed no evidence of maladministration
- 2 Not investigated – outside LGO jurisdiction
- 2 Premature – complaint had not passed through TRDC complaints procedure
- 3 Premature – complaint had not passed through TRDC complaints procedure