

**THREE RIVERS DISTRICT COUNCIL (TRDC) - Corporate Complaints & Praise**

During the period 1 April 2019 to 31 March 2020 TRDC received 63 complaints

Of Which:

(49) 78% Were resolved at Stage 1 of our complaints procedure

(19) 30% Were upheld or partly upheld

During this period TRDC received 200 expressions of praise for work carried out by its officers

During this period the Local Government Ombudsman (LGO) reported 9 complaints against TRDC

- 2 LGO decided not to investigate
- 1 Investigated but not upheld
- 1 Premature – complaint had not passed through TRDC complaints procedure
- 1 Original Decision Premature – complaint was re-opened and then was not upheld
- 1 Original Decision LGO not to investigate – this was re-opened and the LGO still decided not to investigate
- 1 Awaiting LGO Allocation