

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

During the period 1 April 2020 to 31 March 2021 TRDC received 128 complaints

Of Which:

(92) 72% Were resolved at Stage 1 of our complaints procedure

(19) 15% Were upheld or partly upheld

During this period TRDC received 214 expressions of praise for work carried out by its officers

During this period the Local Government Ombudsman (LGO) reported 10 complaints against TRDC

- 3 LGO decided not to investigate
- 1 Under Review
- 2 Premature – complaint had not passed through TRDC complaints procedure
- 1 Original Decision Premature – LGO now investigating
- 1 Outside LGO jurisdiction
- 2 LGO investigating