

Appendix 1

Summary of Complaints Received 1 January 2017 to 31 March 2018

	Cases received (*denotes unitary cllr)	Cases open (cumulative)	Assessed investigation	Assessed no further action	Assessed alternative resolution/ *complaint withdrawn	Pending assessment (*assessed & decision notice being finalised)	Other	Cases closed	Requests for review received
2017									
January	3	19	0	3	0	0	0	7	1 (upheld)
February	*1	17	0	0	*1	0	0	3	5 (upheld)
March	*2	17	0	2	0	0	0	2	5 (3 upheld & 2 overturned)
April	9 & *2	26	1	3	*2	0	5*	2	0
May	2	21	0	2	0	0	0	7	0
June	2 & *2	20	0	4	0	0	0	5	1 (upheld)
July	3 & *2	25	1	4	0	0	0	0	1 (overturned)
August	1	18	0	1	0	0	0	8	3 (2 upheld & 1 overturned)
September	4	20	0	3	0	0	1**	2	0
October	2	16	0	2	0	0	0	6	0
November	*1	14	0	1	0	0	0	3	0
December	2	15	1	0	0	0	1**	1	0
	38	N/A	3	25	3	0	7	46	16
2018									
January	6	14	0	6	0	0	0	7	2 (upheld)
February	0	12	0	0	0	0	0	2	0
March	*1	10	0	0	0	1	0	3	4 (1 upheld & 3 pending)
	7	N/A	0	6	0	1	0	12	6

*subject members no longer serving councillors - complaints not taken forward

** further information not provided – complaint not taken forward