

Complaints and enquiries received by category 2013/14

Local Authority	London	Adult Care Services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services
Barking & Dagenham	Yes	13	22	8	25
Barnet LB	Yes	15	31	14	24
Bexley LB	Yes	5	20	4	13
Brent LB	Yes	21	30	11	17
Bromley LB	Yes	30	40	5	23
Camden LB	Yes	11	7	11	19
City of London	Yes		1	1	1
Croydon LB	Yes	28	47	10	44
Ealing LB	Yes	24	28	13	19
Enfield LB	Yes	14	23	5	27
Greenwich LB	Yes	7	21	9	17
Hackney LB	Yes	7	35	9	15
Hammersmith & Fulham	Yes	8	29	9	10
Haringey LB	Yes	12	63	14	15
Harrow LB	Yes	17	29	6	19
Havering LB	Yes	12	22	9	5
Hillingdon LB	Yes	13	26	6	10
Hounslow LB	Yes	19	54	9	11
Islington LB	Yes	13	19	14	14
Kensington & Chelsea	Yes	7	9	2	12
Kingston upon Thames	Yes	7	9	2	11
Lambeth LB	Yes	24	68	15	43
Lewisham LB	Yes	12	35	9	20
<b>Merton LB</b>	<b>Yes</b>	<b>10</b>	<b>23</b>	<b>5</b>	<b>9</b>
Newham LB	Yes	13	36	15	27
Redbridge LB	Yes	27	30	6	19
Richmond upon Thames	Yes	12	3	1	13
Southwark LB	Yes	10	28	14	22
Sutton LB	Yes	9	12	1	8
Tower Hamlets LB	Yes	6	23	10	6
Waltham Forest LB	Yes	16	29	13	23

Wandsworth LB	Yes	5	25	5	12
Westminster City C	Yes	11	55	6	8

**Notes**

The statistics include all the complaints and enquiries received in 2013/14.

Number of complaints and enquiries received: a number of cases will have been received and decided in different business years, this means the number of complaints and enquiries will not always match t

For further information on interpreting the statistics, click

[Local Government Ombudsman • Note on interpretation of local autl](#)

Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
6	23	21	2	120
17	39	25	26	191
5	21	9	8	85
11	25	49	15	179
11	14	19	15	157
9	31	45	9	142
	3	3		9
16	29	64	16	254
11	36	55	16	202
7	15	44	15	150
6	12	30	8	110
8	31	53	8	166
3	26	36	9	130
22	26	48	23	223
14	46	17	13	161
4	16	32	19	119
6	3	21	8	93
10	28	35	11	177
8	21	33	7	129
7	9	16	7	69
1	18	13	4	65
24	46	79	9	308
10	10	27	4	127
9	28	9	14	107
15	79	103	9	297
7	37	27	21	174
5	7	9	12	62
12	11	76	21	194
6	8	13	9	66
6	24	30	6	111
12	24	34	11	162

6	13	25	7	98
12	25	87	4	208

the number of decisions made.

[hority statistics](#)