

Decisions made (by local authority)

Authority	London	Advice given	Closed after initial enquiries		Referred back for local resolution		Upheld	Not upheld	% upheld*	Total
				Incomplete/invalid						
Barking & Dagenham	Yes		14	36	3	48	11	9	55.0%	121
Barnet LB	Yes		14	67	3	79	14	10	58.3%	187
Bexley LB	Yes		0	28	2	38	10	12	45.5%	90
Brent LB	Yes		10	48	6	77	11	15	42.3%	167
Bromley LB	Yes		2	42	3	74	14	20	41.2%	155
Camden LB	Yes		24	66	2	37	20	16	55.6%	165
City of London	Yes		2	2	0	1	0	1	0.0%	6
Croydon LB	Yes		10	71	6	121	37	23	61.7%	268
Ealing LB	Yes		12	63	6	86	39	21	65.0%	227
Enfield LB	Yes		7	36	5	66	23	16	59.0%	153
Greenwich LB	Yes		16	33	6	45	14	11	56.0%	125
Hackney LB	Yes		24	47	9	67	31	6	83.8%	184
Hammersmith & Fulham	Yes		11	57	4	40	11	12	47.8%	135
Haringey LB	Yes		17	72	3	83	32	23	58.2%	230
Harrow LB	Yes		5	56	4	61	21	17	55.3%	164
Havering LB	Yes		6	30	4	60	11	10	52.4%	121
Hillingdon LB	Yes		4	26	2	44	5	4	55.6%	85
Hounslow LB	Yes		8	48	3	100	19	15	55.9%	193
Islington LB	Yes		24	41	4	39	18	20	47.4%	146
Kensington & Chelsea	Yes		1	18	4	33	4	14	22.2%	74
Kingston upon Thames	Yes		5	21	2	26	8	6	57.1%	68
Lambeth LB	Yes		41	95	13	104	51	34	60.0%	338
Lewisham LB	Yes		8	32	7	62	15	10	60.0%	134
Merton LB	Yes		1	27	4	49	18	11	62.1%	110
Newham LB	Yes		19	90	8	133	28	21	57.1%	299
Redbridge LB	Yes		5	52	7	63	30	25	54.5%	182
Richmond upon Thames	Yes		0	21	3	21	11	10	52.4%	66
Southwark LB	Yes		47	57	7	69	44	18	71.0%	242
Sutton LB	Yes		3	19	4	30	4	6	40.0%	66
Tower Hamlets LB	Yes		11	40	3	51	10	3	76.9%	118
Waltham Forest LB	Yes		7	52	4	62	27	20	57.4%	172
Wandsworth LB	Yes		9	37	2	37	6	13	31.6%	104
Westminster City C	Yes		9	53	7	77	18	57	24.0%	221

Notes

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 received will not always

* Percentage of complaints that are investigated in more detail.

For further information on interpreting the statistics click

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

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