

Complaints and enquiries received 2014/15

Local Government
OMBUDSMAN

Local Authority	Upheld*	Not upheld	Total LGOs received	% upheld
City of London	0	0	13	0%
Ealing LB	10	6	184	5%
Kensington & Chelsea	4	11	72	6%
Islington LB	7	9	111	6%
Barking & Dagenham	9	10	117	8%
Hackney LB	12	10	156	8%
Enfield LB	12	9	153	8%
Havering LB	7	11	88	8%
Merton LB	7	10	86	8%
Camden LB	11	14	133	8%
Barnet LB	17	19	203	8%
Tower Hamlets LB	11	12	122	9%
Lewisham LB	15	17	153	10%
Hounslow LB	13	12	132	10%
Croydon LB	24	28	236	10%
Westminster City C	17	19	165	10%
Bexley LB	8	6	76	11%
Greenwich LB	14	9	131	11%
Hammersmith & Fulham	13	14	121	11%
Hillingdon LB	12	7	109	11%
Wandsworth LB	10	4	90	11%
Southwark LB	22	17	187	12%
Kingston upon Thames	9	2	71	13%
Sutton LB	6	4	46	13%
Harrow LB	19	12	143	13%
Brent LB	23	16	169	14%
Newham LB	44	30	311	14%
Lambeth LB	42	24	293	14%
Redbridge LB	26	20	181	14%
Waltham Forest LB	27	19	182	15%
Haringey LB	35	20	209	17%
Bromley LB	29	20	164	18%
Richmond upon Thames	10	4	46	22%

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 the number of decisions made.

For further information on interpreting the statistics, click

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

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City of London	0	0	13	0%
Kensington & Chelsea	4	11	72	27%
Havering LB	7	11	88	39%
Merton LB	7	10	86	41%
Islington LB	7	9	111	44%
Camden LB	11	14	133	44%
Croydon LB	24	28	236	46%
Lewisham LB	15	17	153	47%
Barnet LB	17	19	203	47%
Westminster City C	17	19	165	47%
Barking & Dagenham	9	10	117	47%
Tower Hamlets LB	11	12	122	48%
Hammersmith & Fulham	13	14	121	48%
Hounslow LB	13	12	132	52%
Hackney LB	12	10	156	55%
Southwark LB	22	17	187	56%
Redbridge LB	26	20	181	57%
Enfield LB	12	9	153	57%
Bexley LB	8	6	76	57%
Waltham Forest LB	27	19	182	59%
Brent LB	23	16	169	59%
Bromley LB	29	20	164	59%
Newham LB	44	30	311	59%
Sutton LB	6	4	46	60%
Greenwich LB	14	9	131	61%
Harrow LB	19	12	143	61%
Ealing LB	10	6	184	63%
Hillingdon LB	12	7	109	63%
Lambeth LB	42	24	293	64%
Haringey LB	35	20	209	64%
Wandsworth LB	10	4	90	71%
Richmond upon Thames	10	4	46	71%
Kingston upon Thames	9	2	71	82%

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Sutton LB	6	4	46	13%
Kingston upon Thames	9	2	71	13%
Kensington & Chelsea	4	11	72	6%
Bexley LB	8	6	76	11%
Merton LB	7	10	86	8%
Havering LB	7	11	88	8%
Wandsworth LB	10	4	90	11%
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