

Local Authority Report: West Lancashire Borough Council  
 For the Period Ending: 31/03/2016

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

### Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	1	0	4	0	2	5	1	15

### Decisions made

Detailed Investigations					Complaints Remedied			Uphold Rate	Total
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Satisfactorily by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate	
2	1	6	2	4	0	0	0	100%	15

**Notes**

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied		
Satisfactorily by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%