

Council	Complaints	Investigations	Complaints Upheld	% of Complaints Upheld
Burnley	10	3	2	67%
Chorley	11	2	1	50%
Flyde	5	2	0	0%
Hyndburn	6	1	1	100%
Lancaster	9	0	0	0%
Pendle	7	2	0	0%
Preston	8	1	1	100%
Ribble Valley	2	0	0	0%
Rosendale	9	3	2	67%
South Ribble	7	2	0	0%
West Lancashire	9	0	0	0%
Wyre	10	0	0	0%
Total	93	16	7	44%
Lancashire Average	7.8	1.3	0.6	44%