

Council	Complaints	Investigations	% of Complaints Investigated	Complaints Upheld	% of Investigations Upheld
Burnley	7	4	57%	3	75%
Chorley	4	0	0%	0	0%
Flyde	5	2	40%	2	100%
Hyndburn	3	1	33%	0	0%
Lancaster	8	5	63%	3	60%
Pendle	12	3	25%	3	100%
Preston	6	2	33%	0	0%
Ribble Valley	6	3	50%	0	0%
Rossendale	7	3	43%	3	100%
South Ribble	6	3	50%	2	67%
West Lancashire	16	4	25%	2	50%
Wyre	10	1	10%	1	100%
Total	90	31	34%	19	61%
Lancashire Average	7.5	2.6	34%	1.6	61%