

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08
District councils																
Adur DC	9	12	0	0	3	0	0	0	0	0	2	10	0	0	2	4
Allerdale BC	19	11	0	0	3	2	0	0	0	0	4	2	7	5	5	5
Alnwick DC	11	6	0	0	2	0	0	0	0	0	8	3	0	0	3	1
Amber Valley DC	11	22	0	0	2	1	0	0	0	0	6	10	2	2	9	1
Arun DC	20	23	0	0	2	2	0	0	0	0	10	10	5	5	5	3
Ashfield DC	12	21	0	0	2	2	0	0	0	0	4	12	3	4	4	3
Ashford BC	21	16	0	0	3	0	0	0	0	0	9	7	6	2	3	3
Aylesbury Vale DC	18	13	0	0	1	3	0	0	0	0	9	6	7	3	1	1
Babergh DC	8	7	0	0	2	2	0	0	0	0	2	1	3	2	1	1
Barrow-in-Furness BC	6	11	0	0	2	1	0	0	0	0	3	4	1	2	2	0
Basildon DC	39	46	4*	1	15	17	0	0	0	0	14	18	3	5	3	3
Basingstoke & Deane BC	8	10	0	0	2	3	0	0	0	0	4	3	1	1	3	1
Bassetlaw DC	29	16	0	0	3	6	0	0	0	0	19	5	3	3	3	4
Bedford BC	7	16	0	0	2	1	0	0	0	0	2	8	1	1	6	2
Berwick-upon-Tweed BC	12	7	0	0	3	2	0	0	0	0	4	0	5	3	0	0
Blaby DC	3	8	0	0	0	0	0	0	0	0	0	3	1	1	4	2
Blyth Valley BC	7	9	0	0	1	1	0	0	0	0	3	4	3	1	0	0
Bolsover DC	12	13	0	0	1	0	0	0	0	0	5	7	4	5	2	1
Boston BC	4	14	0	0	1	1	0	0	0	0	2	5	0	1	1	1
Braintree DC	15	18	0	0	2	4	0	0	0	0	11	9	1	1	1	1
Breckland DC	9	19	0	0	3	1	0	0	0	0	4	13	1	4	1	1
Brentwood BC	5	8	0	0	1	1	0	0	0	0	3	6	0	0	1	1
Bridgnorth DC	4	9	0	0	1	0	0	0	0	0	2	3	0	1	1	1
Broadland DC	11	13	0	0	1	2	0	0	0	0	6	7	3	1	1	1
Bromsgrove DC	13	22	0	0	2	1	0	0	0	0	7	13	4	5	0	0
Broxbourne BC	12	24	0	0	0	3	0	0	0	0	4	12	4	4	6	1
Broxtowe BC	9	3	0	0	2	0	0	0	0	0	2	1	4	1	1	1
Burnley BC	10	21	0	0	0	4	0	0	0	0	3	9	5	5	2	2
Cambridge City C	10	19	0	1	6	4	0	0	0	0	4	8	0	0	4	0
Cannock Chase DC	11	10	0	0	3	2	0	0	0	0	3	4	3	2	2	2
Canterbury City C	28	45	1	1	5	12	0	0	0	0	5	11	11	12	6	6
Caradon DC	35	29	4*	0	11	5	0	0	0	0	11	12	8	9	1	1
Carlisle City C	11	15	0	1	2	2	0	0	0	0	8	5	1	4	0	0
Carrick DC	17	21	0	0	4	2	0	0	0	0	7	6	3	6	3	3
Castle Morpeth BC	5	13	1	0	0	3	0	0	0	0	2	7	2	0	0	0
Castle Point BC	10	22	0	0	2	2	0	0	0	0	2	13	4	5	2	2
Charmwood BC	12	11	0	0	1	1	0	0	0	0	7	7	1	1	3	3
Chelmsford BC	6	11	0	0	0	2	0	0	0	0	5	7	1	1	1	0
Cheltenham BC	8	9	0	0	1	0	0	0	0	0	3	9	4	4	0	0
Cherwell DC	6	10	1	0	0	0	0	0	0	0	3	8	1	1	1	1
Chester City C	8	13	0	0	3	2	0	0	0	0	2	7	2	3	1	1
Chesterfield BC	20	32	0	0	4	10	0	0	0	0	11	19	4	4	3	1

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Chester-le-Street DC	7	12	0	0	0	2	0	0	0	0	4	5	1	4	2	
Chichester DC	9	15	0	0	0	2	0	0	0	0	6	8	2	3	1	
Chiltem DC	5	12	0	0	0	1	0	0	0	0	2	5	1	2	2	
Chorley BC	10	6	0	0	1	0	0	0	0	0	3	1	5	1	1	
Christchurch BC	9	20	0	0	1	2	0	0	0	0	5	4	2	14	1	
Colehaster BC	27	29	0	0	2	8	0	0	0	0	12	10	12	9	1	
Compton BC	4	6	1	0	1	1	0	0	0	0	0	4	2	1	0	
Copeland BC	13	9	0	0	2	0	0	0	0	0	7	3	2	4	2	
Corby BC	21	15	0	0	8	6	0	0	0	0	5	3	6	3	2	
Coltswold DC	10	12	0	0	0	1	0	0	0	0	6	6	2	2	2	
Craven DC	4	5	0	0	2	0	0	0	0	0	0	1	0	3	2	
Crawley BC	10	17	0	0	0	3	0	0	0	0	6	11	2	3	2	
Crewe & Nantwich BC	17	15	0	0	1	4	0	0	0	0	7	6	8	3	1	
Dacorum BC	18	17	0	0	4	3	0	0	0	0	7	7	5	6	2	
Dartford BC	5	11	0	0	1	1	0	0	0	0	2	9	1	1	1	
Derbyshire DC	8	10	0	0	4	5	0	0	0	0	1	4	0	0	3	
Derbyshire Dales DC	7	11	0	0	2	0	0	0	0	0	3	8	1	1	1	
Derwentside DC	16	15	0	0	3	3	0	0	0	0	7	5	5	6	1	
Dover DC	17	24	0	0	4	1	0	0	0	0	9	7	2	13	2	
Durham City C	16	14	0	1	4	3	0	0	0	0	9	5	2	5	1	
Easington DC	24	25	3*	0	9	6	0	0	0	0	10	13	0	4	2	
East Cambridgeshire DC	9	13	0	4*	2	3	0	0	0	0	5	6	1	0	1	
East Devon DC	40	26	2*	0	14	1	0	0	0	0	13	18	4	2	7	
East Dorset DC	5	10	0	0	0	1	0	0	0	0	3	3	1	1	1	
East Hampshire DC	12	8	0	0	2	3	0	0	0	0	9	5	0	0	1	
East Hertfordshire DC	7	12	0	0	0	0	0	0	0	0	4	5	1	3	2	
East Lindsey DC	28	42	0	0	5	3	0	0	0	0	16	26	5	7	2	
East Northamptonshire DC	4	11	0	0	0	2	0	0	0	0	3	6	1	0	0	
East Staffordshire DC	2	6	0	0	0	0	0	0	0	0	1	2	1	3	0	
Eastbourne BC	14	19	0	0	1	3	0	0	0	0	5	10	4	2	4	
Eastleigh BC	11	12	0	1	2	3	0	0	0	0	3	3	3	2	3	
Eden DC	1	5	0	0	0	0	0	0	0	0	0	0	0	2	1	
Ellesmere Port & Neston BC	9	18	0	0	1	3	0	0	0	0	4	8	4	4	0	
Elmbridge BC	16	22	0	0	1	2	0	0	0	0	6	9	8	6	1	
Epping Forest DC	10	10	0	0	1	1	0	0	0	0	4	4	2	1	3	
Epsom & Ewell BC	7	7	0	0	0	2	0	0	0	0	3	3	3	2	1	
Erewash BC	21	10	0	0	10	3	0	0	0	0	4	4	4	2	3	
Exeter City C	18	22	1	0	1	3	0	0	0	0	9	6	4	9	3	
Fareham BC	14	10	0	1	1	2	0	0	0	0	4	6	7	0	2	
Fenland DC	8	15	0	0	2	9	0	0	0	0	5	4	1	1	0	
Forest Heath DC	8	9	0	2*	2	3	0	0	0	0	5	2	0	1	1	
Forest of Dean DC	8	8	0	0	0	3	0	0	0	0	2	2	4	2	2	
Fylde BC	5	15	0	0	1	2	0	0	0	0	2	7	2	4	0	

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Gedling BC	29	14	0	0	6	4	0	0	0	0	18	9	2	0	3	
Gloucester City C	15	3	0	0	4	0	0	0	0	0	10	1	1	0	0	
Gosport BC	4	2	0	0	1	1	0	0	0	0	1	1	1	0	1	
Gravesham BC	12	15	0	0	3	1	0	0	0	0	6	8	2	3	1	
Great Yarmouth BC	14	22	0	0	0	2	0	0	0	0	10	13	1	2	3	
Guildford BC	8	15	0	0	1	1	0	0	0	0	4	8	0	4	3	
Hambleton DC	9	17	0	0	0	1	0	0	0	0	5	11	3	5	1	
Harborough DC	11	6	0	0	4	0	0	0	0	0	4	4	3	1	0	
Harlow DC	15	17	0	0	6	6	0	0	0	0	3	8	4	1	2	
Harrogate BC	16	30	0	0	0	0	0	0	0	0	9	18	2	8	5	
Hart DC	5	17	0	0	0	3	0	0	0	0	5	9	0	3	0	
Hastings BC	26	23	0	0	2	1	0	0	0	0	18	14	3	5	3	
Havant BC	8	10	0	0	0	0	0	0	0	0	5	4	0	3	3	
Hertsmere BC	5	19	0	0	1	5	0	0	0	0	1	2	3	4	0	
High Peak BC	13	27	0	0	2	7	0	0	0	0	7	8	2	11	2	
Hinckley & Bosworth BC	9	9	0	0	0	1	0	0	0	0	9	2	0	4	0	
Horsham DC	9	16	0	0	3	6	0	0	0	0	1	3	5	6	0	
Huntingdonshire DC	9	9	0	0	0	1	0	0	0	0	7	3	1	1	1	
Hyndburn BC	6	11	0	0	2	4	0	0	0	0	2	3	1	1	1	
Ipswich BC	10	21	0	0	3	1	0	0	0	0	4	9	2	8	1	
Isles of Scilly, Council for the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Kennet DC	4	7	0	0	1	1	0	0	0	0	2	3	1	2	0	
Kerrier DC	22	16	0	0	8	2	0	0	0	0	10	6	2	4	2	
Kettering BC	13	23	0	0	0	7	0	0	0	0	10	6	3	6	0	
King's Lynn & West Norfolk BC	18	20	1	1	2	0	0	0	0	0	5	12	6	4	4	
Lancaster City C	11	24	0	2*	1	1	0	0	0	0	7	10	0	4	3	
Lewes DC	7	7	0	0	1	0	0	0	0	0	5	3	1	3	0	
Lichfield DC	8	11	0	0	0	0	0	0	0	0	5	10	3	1	0	
Lincoln City C	7	15	0	0	3	3	0	0	0	0	2	3	1	6	1	
Macclesfield BC	15	22	0	1	0	4	0	0	0	0	8	9	5	5	2	
Maldstone BC	27	29	0	0	4	7	0	0	0	0	8	11	12	9	3	
Maldon DC	8	9	0	0	0	2	0	0	0	0	5	6	0	0	3	
Maldern Hills DC	8	7	0	0	3	1	0	0	0	0	4	4	1	2	0	
Mansfield DC	7	10	0	0	1	0	0	0	0	0	2	6	2	0	2	
Melton BC	5	9	0	0	1	0	0	0	0	0	3	8	1	1	0	
Mendip DC	10	22	0	0	1	5	0	0	0	0	4	9	5	3	0	
Mid Bedfordshire DC	12	14	0	0	2	4	0	0	0	0	5	5	4	4	1	
Mid Devon DC	15	12	0	0	4	1	0	0	0	0	8	5	2	6	1	
Mid Suffolk DC	22	20	0	0	2	5	0	0	0	0	10	7	2	6	8	
Mid Sussex DC	7	12	0	0	1	3	0	0	0	0	5	6	1	1	0	
Mole Valley DC	5	12	0	0	0	5	0	0	0	0	4	4	1	2	0	
New Forest DC	15	33	0	0	0	0	0	0	0	0	8	24	6	3	1	
Newark & Sherwood DC	26	15	0	0	2	2	0	0	0	0	11	5	11	5	2	

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Newcastle-under-Lyme BC	4	16	0	0	2	3	0	0	0	0	1	11	1	1	0	0
North Cornwall DC	16	16	0	0	2	1	0	0	0	0	10	12	3	3	1	1
North Devon DC	25	21	5*	0	2	1	0	0	0	0	11	11	2	2	5	5
North Dorset DC	3	8	0	0	1	0	0	0	0	0	2	4	0	2	0	0
North East Derbyshire DC	19	13	0	0	2	2	0	0	0	0	7	6	6	4	4	4
North Hertfordshire DC	13	23	0	0	2	2	0	0	0	0	7	11	2	2	4	2
North Kesteven DC	6	20	0	0	1	3	0	0	0	0	3	11	2	2	4	0
North Norfolk DC	21	36	0	0	4	2	0	0	0	0	5	10	10	20	2	2
North Shropshire DC	11	20	0	0	1	3	0	0	0	0	7	10	2	2	5	1
North Warwickshire BC	5	3	0	0	0	1	0	0	0	0	2	2	2	0	0	1
North West Leicestershire DC	8	27	0	0	2	6	0	0	0	0	5	15	1	1	3	0
North Wiltshire DC	19	23	0	0	4	7	0	0	0	0	4	5	4	4	6	7
Northampton BC	47	50	13*	1	11	18	0	0	0	0	14	11	5	5	9	4
Northwich City C	27	18	0	0	8	4	0	0	0	0	11	4	6	3	3	2
Nuneaton & Bedworth BC	7	14	0	0	1	5	0	0	0	0	3	6	3	1	0	0
Oadby & Wigston BC	6	3	0	0	1	0	0	0	0	0	5	2	0	0	0	0
Oswestry BC	7	11	0	1	0	1	0	0	0	0	6	6	0	0	2	1
Oxford City C	21	27	0	0	7	7	0	0	0	0	11	13	1	2	2	2
Pendle BC	9	14	0	0	2	2	0	0	0	0	5	6	0	0	6	2
Pennwith DC	30	25	0	0	2	4	0	0	0	0	18	11	6	4	4	4
Preston City C	14	21	0	0	4	1	0	0	0	0	4	5	4	4	9	2
Purbeck DC	7	17	0	0	2	1	0	0	0	0	3	11	1	2	2	1
Redditch BC	7	9	0	0	1	3	0	0	0	0	4	3	0	0	0	2
Reigate & Banstead BC	9	13	0	0	0	1	0	0	0	0	5	7	4	4	2	0
Restormel BC	23	12	0	1	2	2	0	0	0	0	8	4	10	3	3	3
Ribble Valley BC	3	7	0	0	1	1	0	0	0	0	1	5	1	1	1	0
Richmondshire DC	4	15	0	0	1	0	0	0	0	0	1	11	2	2	2	0
Rochford DC	6	14	0	0	0	3	0	0	0	0	5	7	1	1	2	0
Rossendale BC	16	14	0	0	2	3	0	0	0	0	1	6	8	8	4	5
Rother DC	18	17	0	0	6	2	0	0	0	0	8	10	2	2	0	2
Rugby BC	5	15	0	0	2	1	0	0	0	0	2	9	0	0	4	1
Runnymede BC	9	10	0	0	0	0	0	0	0	0	3	7	5	5	1	1
Rushcliffe BC	9	9	0	0	1	1	0	0	0	0	6	4	2	2	1	0
Rushmoor BC	9	8	0	0	0	1	0	0	0	0	7	6	0	0	1	2
Ryedale DC	10	1	0	0	4	0	0	1	0	0	6	0	0	0	0	0
Salisbury DC	15	11	0	0	4	5	0	0	0	0	6	2	3	3	0	0
Scarborough BC	26	33	0	0	7	3	0	0	0	0	9	16	5	11	5	5
Sedgemoor DC	9	18	0	0	2	7	0	0	0	0	2	8	2	2	1	3
Sedgemoor DC	20	13	0	0	0	1	0	0	0	0	14	4	4	4	5	2
Selby DC	26	24	0	2	4	4	0	0	0	0	13	7	8	8	9	1
Severnorks DC	16	14	0	0	0	4	0	0	0	0	9	1	6	4	1	1
Shepway DC	19	15	0	0	4	6	0	0	0	0	2	3	12	6	1	1
Shrewsbury & Atcham BC	9	14	0	0	1	2	0	0	0	0	5	6	2	2	2	1

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	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	
South Bedfordshire DC	9	15	0	0	4	4	0	0	0	0	4	4	1	4	0
South Bucks DC	7	4	0	0	1	1	0	0	0	0	5	1	0	1	1
South Cambridgeshire DC	17	12	0	0	2	1	0	0	0	0	10	7	2	4	3
South Derbyshire DC	7	11	0	0	0	0	0	0	0	0	4	7	2	4	1
South Hants DC	8	19	0	1	0	2	0	0	0	0	4	7	3	5	1
South Holland DC	14	9	0	0	2	2	0	0	0	0	4	5	6	2	2
South Kesteven DC	12	15	0	0	2	3	0	0	0	0	4	5	1	3	5
South Lakeland DC	12	11	0	0	1	2	0	0	0	0	6	6	2	3	3
South Norfolk DC	20	9	0	0	2	2	0	0	0	0	6	2	8	1	4
South Northamptonshire DC	4	11	0	0	3	2	0	0	0	0	0	3	1	3	0
South Oxfordshire DC	5	13	0	0	1	1	0	0	0	0	2	7	1	2	1
South Ribble BC	15	4	0	0	3	0	0	0	0	0	6	1	5	3	1
South Shropshire DC	16	12	0	0	3	0	0	0	0	0	3	4	8	5	2
South Somerset DC	42	35	0	1	2	2	0	0	0	0	34	8	2	19	4
South Staffordshire DC	6	5	0	0	1	0	0	0	0	0	2	2	2	1	1
Spelthorne BC	5	5	0	0	1	1	0	0	0	0	3	2	1	1	0
St Albans City C	26	33	0	0	11	8	0	0	0	0	6	9	4	5	5
St Edmundsbury BC	12	11	0	0	2	1	0	0	0	0	8	4	2	4	0
Stafford BC	10	17	0	0	0	4	0	0	0	0	8	5	2	2	0
Staffordshire Moorlands DC	4	10	0	0	0	1	0	0	0	0	1	5	2	3	1
Stevenage BC	10	17	0	0	4	4	0	0	0	0	3	2	1	5	2
Stratford-on-Avon DC	22	26	0	0	4	5	0	0	0	0	11	13	6	4	1
Stroud DC	9	12	0	0	2	1	0	0	0	0	5	9	2	1	0
Suffolk Coastal DC	9	18	0	0	1	3	0	0	0	0	7	11	1	2	0
Surrey Heath BC	2	10	0	0	1	3	0	0	0	0	1	1	0	2	0
Swale BC	14	14	0	0	3	5	0	0	0	0	6	5	1	1	4
Tamworth BC	7	15	0	0	1	2	0	0	0	0	3	10	2	2	1
Tandridge DC	11	13	0	0	1	1	0	0	0	0	7	7	2	5	1
Taunton Deane BC	13	16	0	0	3	5	0	0	0	0	6	8	4	3	0
Teesdale DC	3	7	0	0	1	0	0	0	0	0	2	4	0	2	0
Teignbridge DC	12	23	0	0	1	2	0	0	0	0	9	16	1	1	1
Tending DC	22	23	0	0	3	2	0	0	0	0	13	13	3	5	3
Test Valley BC	7	5	0	0	0	0	0	0	0	0	3	3	3	0	1
Tewkesbury BC	12	20	0	0	1	2	0	0	0	0	4	15	1	1	6
Thanet DC	29	59	0	0	6	12	0	0	0	0	16	32	5	10	2
Three Rivers DC	5	15	0	0	0	3	0	0	0	0	3	5	1	6	1
Tonbridge & Malling BC	3	7	0	0	0	0	0	0	0	0	1	5	1	2	1
Torridge DC	20	24	0	0	4	1	0	0	0	0	14	13	2	8	0
Tunbridge Wells RB	17	11	0	0	2	1	0	0	0	0	7	7	3	0	5
Tynedale DC	4	11	0	0	1	1	0	0	0	0	2	6	1	3	0
Uttlesford DC	10	10	0	0	2	1	0	0	0	0	6	5	2	4	0
Vale of the White Horse DC	11	8	0	0	1	2	0	0	0	0	6	1	2	5	2
Vale Royal BC	11	15	0	0	1	4	0	0	0	0	6	6	4	4	0

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08
Wansbeck DC	14	5	0	0	4	3	0	0	0	0	5	1	2	0	3	
Warwick DC	16	18	0	0	5	4	0	0	0	0	6	9	5	4	0	
Watford BC	17	17	0	1	5	6	0	0	0	0	3	5	6	1	3	
Waverley DC	13	26	0	0	4	5	0	0	0	0	3	10	5	7	1	
Waverley BC	17	30	0	0	2	4	0	0	0	0	5	15	7	6	3	
Wealden DC	29	31	0	0	0	3	0	0	0	0	20	20	6	3	3	
Wear Valley DC	8	17	0	0	3	5	0	0	0	0	2	6	1	4	2	
Wellingborough BC	5	18	0	0	0	3	0	0	0	0	5	11	0	2	0	
Welwyn Hatfield DC	20	18	0	0	4	5	0	0	0	0	4	8	12	3	0	
West Devon BC	2	6	0	0	0	1	0	0	0	0	1	3	1	1	0	
West Dorset DC	11	15	0	0	1	2	0	0	0	0	3	5	4	3	3	
West Lancashire DC	14	13	0	0	2	3	0	0	0	0	4	3	5	4	3	
West Lindsey DC	7	10	0	0	1	1	0	0	0	0	3	3	1	1	2	
West Oxfordshire DC	9	6	0	0	1	2	0	0	0	0	6	1	2	2	0	
West Somerset DC	7	6	0	0	1	1	0	0	0	0	5	3	1	1	1	
West Wiltshire DC	10	18	0	4	3	2	0	0	0	0	4	9	1	1	2	
Weymouth & Portland BC	9	10	0	0	0	0	0	0	0	0	5	4	2	5	2	
Winchester City C	20	21	0	0	5	5	0	0	0	0	11	10	2	6	2	
Woking BC	6	13	0	3	1	2	0	0	0	0	5	4	0	1	0	
Worcester City C	2	10	0	0	0	1	0	0	0	0	0	6	1	2	1	
Worthing BC	9	13	0	0	2	2	0	0	0	0	4	7	2	4	1	
Wycharon DC	7	14	0	0	1	1	0	0	0	0	4	7	1	4	1	
Wycombe DC	18	26	0	4	3	4	0	0	0	0	10	9	3	6	2	
Wyre BC	19	12	0	0	2	0	0	0	0	0	11	8	4	1	2	
Wyre Forest DC	3	7	0	0	0	0	0	0	0	0	0	3	1	2	2	