

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.	
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <a href="https://www.lgo.org.uk/your-councils-performance">https://www.lgo.org.uk/your-councils-performance</a>	
We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as <b>not for us / not ready for us</b> in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as <b>assessed and closed</b> in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as <b>investigated</b> in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are <b>satisfactory remedy decisions</b> , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as <b>satisfactory remedies provided by the council</b> on the online map.
Upheld - Injustice remedied during organisations complaint processes	
Upheld - fault & inj - no further action organisation already remedied	
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.	
Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.	