

Local Authority	Adult Social Care	Benefits & Tax	Corporate & Other Services	Education & Children's Services	Environmental Services, Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Other	Total
Bolton MBC	6	11	6	10	16	1	5	13	1	69
Bury MBC	12	8	1	9	11	9	2	5	0	57
Oldham MBC	8	9	6	17	5	6	3	4	1	59
Rochdale MBC	10	7	4	8	4	3	0	4	0	40
Salford City C	14	19	6	18	13	4	3	6	1	84
Tameside MBC	13	10	8	19	13	4	4	7	0	78

Notes

The statistics include all the complaints and enquiries received in 2016/17.

Number of complaints and enquiries received: a number of cases will have been received and decided in different business years, this means the number of complaints and enquiries will not always match the number of decisions made.

Local Authority	Invalid or incomplete	Advice Given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority
Bolton MBC	6	1	36	12	6	5	45	66	5	0
Bury MBC	1	1	29	15	8	6	43	60	6	0
Oldham MBC	4	0	26	20	3	10	77	63	9	1
Rochdale MBC	2	0	17	12	1	6	86	38	5	0
Salford City C	7	1	39	14	13	8	38	82	5	0
Tameside MBC	6	1	39	17	11	9	45	83	8	0

Notes

Number of complaints and enquiries received: a number of cases will have been received and decided in different business years, this means the number of complaints and enquiries received will not always match the number of decisions made.