

Complaints and Enquiries Received (by Category) 2020-21

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Blackburn with Darwen Council	5	3	4	6	4	3	0	2	0	27
Bolton Metropolitan Borough Council	11	2	0	4	6	5	3	6	1	38
Bury Metropolitan Borough Council	5	4	1	13	5	5	3	1	1	38
Oldham Metropolitan Borough Council	10	6	3	10	10	5	2	11	1	58
Rochdale Metropolitan Borough Council	15	4	1	7	3	4	1	4	0	39
Tameside Metropolitan Borough Council	5	9	0	12	7	4	0	5	1	43

Notes

These statistics include all complaints and enquiries that were received from 01 April 2020 to 31 March 2021.

To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

Complaints and Enquiries Decided (by Outcome) 2020-21

Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
Blackburn with Darwen Council	1	1	14	8	1	4	29	80%	63%
Bolton Metropolitan Borough Council	5	1	12	7	6	7	38	54%	72%
Bury Metropolitan Borough Council	3	1	11	9	4	7	35	64%	72%
Oldham Metropolitan Borough Council	3	2	19	16	5	10	55	67%	72%
Rochdale Metropolitan Borough Council	2	2	7	14	0	6	31	100%	72%
Tameside Metropolitan Borough Council	0	3	7	17	7	9	43	56%	72%

Notes

These statistics include all complaints and enquiries that were decided from 01 April 2020 to 31 March 2021.

To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

Remedy and compliance outcomes 2020-21

Authority Name	Number of upheld complaints	Uphold Rate (%)	Average uphold rate (%) of similar authorities	Upheld cases where the authority provided a satisfactory remedy before the complaint reached the Ombudsman (%)	Average satisfactory remedy rate of similar authorities (%)	Number of cases with a compliance outcome recorded during the year	Cases we were satisfied the authority successfully implemented our recommendations to remedy the complaint (compliance rate) (%)	Average compliance rate of similar authorities (%)
Blackburn with Darwen Council	4	80%	63%	25%	10%	3	100%	99%
Bolton Metropolitan Borough Council	7	54%	72%	29%	11%	5	100%	100%
Bury Metropolitan Borough Council	7	64%	72%	14%	11%	4	100%	100%
Oldham Metropolitan Borough Council	10	67%	72%	0%	11%	10	100%	100%
Rochdale Metropolitan Borough Council	6	100%	72%	17%	11%	6	100%	100%
Tameside Metropolitan Borough Council	9	56%	72%	11%	11%	5	100%	100%

Notes

These statistics include remedy and compliance outcomes recorded between 01 April 2020 and 31 March 2021.

To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year.

Some cases are received and decided in different business years; compliance outcomes may also fall in different business years. This means the number of complaints upheld may not match the number of remedy and compliance outcomes recorded.