

LGO advice team

| Enquiries and complaints received | Corporate & Other Services | Environmental Services & Public Protection & Regulation | Planning & Development | Total |
|---------------------------------------|----------------------------|---|------------------------|-------|
| Advice given | 1 | 1 | 0 | 2 |
| Premature complaints | 0 | 3 | 0 | 3 |
| Forwarded to Investigative team (new) | 0 | 2 | 2 | 4 |
| Total | 1 | 6 | 2 | 9 |

Investigative team - Decisions

| No power to investigate | Not investigated | | Investigated | | Report | Total |
|-------------------------|---|-------------------------------------|------------------------------|-------------------------------|--------|-------|
| | No reason to use exceptional power to investigate | Investigation not justified & Other | Not enough evidence of fault | No or minor injustice & Other | | |
| 0 | 1 | 1 | 2 | 1 | 0 | 5 |

| Response times to first enquiries | No of first enquiries | Avg no of days to respond |
|-----------------------------------|-----------------------|---------------------------|
| | | |