

## Appendix B Complaints to LGSCO

Comparison with nearest neighbours and West Surrey Authorities for 25/26 and 24/25.

|                 |       | Complaints dealt with | Not for LGSCO | Assessed | Investigated     |
|-----------------|-------|-----------------------|---------------|----------|------------------|
| Spelthorne      | 25/26 | 24                    | 5             | 16       | 3 (3 upheld)     |
|                 | 24/25 | 11                    | 4             | 7        | 0                |
| Broxbourne      | 25/26 | 29                    | 11            | 17       | 1 (1 upheld)     |
|                 | 24/25 | 10                    | 3             | 4        | 3 (3 upheld)     |
| Epsom and Ewell | 25/26 | 18                    | 9             | 7        | 2 (2 upheld)     |
|                 | 24/25 | 15                    | 7             | 6        | 2 (2 not upheld) |
| Three Rivers    | 25/26 | 20                    | 4             | 11       | 5 (5 upheld)     |
|                 | 24/25 | 12                    | 4             | 5        | 3 (3 upheld)     |
| Woking          | 25/26 | 17                    | 8             | 6        | 3 (2 upheld)     |
|                 | 24/25 | 16                    | 7             | 4        | 5 (3 upheld)     |
| Elmbridge       | 25/26 | 18                    | 9             | 8        | 1(0 upheld)      |
|                 | 24/25 | 22                    | 10            | 9        | 3 (1 upheld)     |
| Runnymede       | 25/26 | 10                    | 4             | 6        | 1 (1 upheld)     |
|                 | 24/25 | 9                     | 4             | 3        | 2 (2 upheld)     |
| Surrey Heath    | 25/26 | 13                    | 9             | 3        | 1 (1 upheld)     |
|                 | 24/25 | 12                    | 2             | 8        | 2 (2 upheld)     |
| Waverley        | 25/26 | 15                    | 3             | 10       | 2 (2 upheld)     |
|                 | 24/25 | 17                    | 7             | 6        | 4 (3 upheld)     |
| Guildford       | 25/26 | 14                    | 4             | 8        | 2 (1 upheld)     |
|                 | 24/25 | 22                    | 12            | 8        | 2 (1upheld)      |