

West Midlands Metropolitan Districts - complaints and enquiries received by the LGO (2016/17) 2015/16 figures are shown in brackets										
	Adult care services (Adult social care)	Benefits and tax (Benefits & council tax)	Corporate & other services	Education & Children's services	Environment services (Environment, public protection & regulatory)	Highways & Transport	Housing	Planning & Development	Other	TOTAL
Birmingham	44 (55)	114 (132)	21 (11)	52 (71)	73 (88)	38 (48)	83 (80)	22 (32)	5 (6)	452 (523)
Coventry	13 (12)	11 (16)	10 (11)	17 (20)	17 (21)	16 (20)	14 (6)	7 (3)	0 (0)	105 (109)
Dudley	15 (6)	5 (6)	2 (4)	16 (13)	10 (14)	5 (9)	10 (11)	4 (9)	0 (1)	67 (73)
Sandwell	19 (23)	17 (17)	7 (6)	21 (17)	12 (7)	2 (5)	19 (21)	5 (7)	1 (1)	103 (104)
Solihull	9 (9)	3 (2)	4 (0)	5 (6)	6 (7)	3 (5)	5 (4)	6 (4)	0 (0)	41 (37)
WALSALL	9 (10)	8 (9)	3 (4)	21 (23)	13 (6)	2 (2)	5 (2)	16 (11)	2 (0)	79 (67)
Wolverhampton	11 (7)	4 (6)	4 (8)	18 (20)	7 (5)	5 (7)	7 (8)	1 (3)	1 (0)	58 (64)

West Midlands Metropolitan Districts – complaints determined by the Ombudsman (2016/17)
2015/16 figures are shown in brackets

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Upheld rate (%)	TOTAL
Birmingham	18 (22)	31 (30)	210 (264)	105 (104)	38 (36)	63 (71)	62 (66)	465 (527)
Coventry	1 (5)	1 (3)	46 (51)	32 (28)	10 (11)	15 (11)	60 (50)	105 (109)
Dudley	1 (2)	3 (6)	38 (29)	9 (19)	8 (5)	9 (7)	53 (58)	68 (68)
Sandwell	7 (9)	5 (7)	53 (52)	21 (21)	7 (5)	11 (11)	61 (69)	104 (105)
Solihull	3 (1)	1 (0)	16 (15)	15 (11)	3 (5)	8 (10)	73 (67)	46 (42)
WALSALL	6 (5)	0 (0)	32 (31)	17 (18)	14 (7)	14 (6)	50 (46)	83 (67)
Wolverhampton	2 (1)	4 (2)	25 (30)	13 (24)	7 (10)	10 (6)	59 (38)	61 (73)