

Council	No. of complaints investigated by the Ombudsman	No. of complaints investigated that were upheld by the Ombudsman	% compliance with Ombudsman recommendations (Blank = No recommendations were due for compliance in this period)	% of upheld cases we found the council had provided a satisfactory remedy before the complaint reached the Ombudsman	Service improvements agreed by the council since 2018
Exeter	2	1	100	0	1
East Devon	2	2	100	1	3
Mid Devon	1	1	100	0	1
North Devon	3	2	100	0	3
South Hams	0	0			6
Teignbridge	3	2		0	3
Torrige	0	0			3
West Devon	1	1		1	0
Plymouth	21	14	100	2	39
Torbay	23	17	100	5	26
Cheltenham	0	0			1
Newcastle Under Lyme	3	2	100	0	2
Lincoln	1	1	100	0	3
Mansfield	1	1	100	0	1
Broxtowe	2	2	100	1	4
Worcester	2	2		0	4
Lancaster	2	1	100	0	3
Canterbury	9	7	100	0	7
Preston	4	2	100	0	3
Ipswich	4	2	100	0	2
Rushmoor	1	0		0	1
Tamworth	2	2	100	0	2