

**LGO advice team**

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Highways & Transport	Planning & Development	Total
Advice given	0	0	0	2	2
Premature complaints	1	0	0	3	4
Forwarded to Investigative team (resubmitted)	0	0	1	0	1
Forwarded to Investigative team (new)	0	1	0	1	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>9</b>

**Investigative team - Decisions**

Not investigated			Investigated			Report	Total
No power to investigate	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries		
0	0	2	1	0	0	0	3

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