

## Appendix 3

### Fylde Council - Complaints and Enquiries Received (by category) over past 5 years

Year	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
2022 23	1	0	0	1	0	0	3	0	5
2021 22	0	0	0	2	0	1	6	0	9
2020 21	1	0	0	1	0	0	4	0	6
2019 20	3	0	0	0	0	0	4	0	7
2018 19	3	0	0	3	0	1	5	0	12

### Fylde Council - Complaints and Enquiries Decided (by outcome) over past 5 years

Year	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold rate (%)	Average uphold rate (%) of similar authorities
2022 23	0	0	0	3	0	2	5	100%	59%
2021 22	0	0	3	3	0	2	8	100%	51%
2020 21	0	1	0	2	2	0	5	0%	53%
2019 20	0	0	4	2	2	1	9	33%	45%
2018 19	0	1	4	4	3	0	12	0%	43%