

LGSCO performance breakdown			
LGSCO annual letter/ performance April 2023 to March 2024	Year ending March 2022	Year ending March 2023	Year ending March 2024
Total cases LGSCO received	71	64	49
Total cases LGSCO decided	71	74	41
Decision - advice given	4	7	3
Decision - closed after initial enquiries	29	38	17
Decision - incomplete or invalid	2	1	1
Decision - not upheld	3	3	2
Decision - not upheld % (of total decided cases)	4.22%	4.05%	4.87%
Decision - not upheld % (of total received cases)	---	---	4.08%
Decision - referred back for local resolution	14	6	11
Decision - upheld	19	19	7
Decision - upheld % (of total decided cases)	26.76%	25.67%	17.07%
Decision - upheld % (of total received cases)			14.28%
Compliance total	12	17	6
Compliance - remedy completed / satisfied	12	15	5
Compliance - remedy completed in time	10	15	5
Compliance - remedy completed late	2	2	1
Compliance - remedy completed late %	16.67%	11.76%	16.67%
Compliance late - comments	16 days late and 25 days late	----	2 days late
Compliance rate with recommendations			100%
NB – LGSCO publishes % for complaints upheld using only the number of investigations/detailed cases and not the total they receive or decide on	22	22	9 investigations and 7 upheld
% upheld	86.36%	86.36%	78%
% not upheld	13.64%	13.64%	22%