

Appendix 1 – [Teignbridge District Council Performance 2024/25](#)

Complaint overview

2024 / 2025

Between 1 April 2024 to 31 March 2025, we dealt with 18 complaints. Of these, 9 were not for us or not ready for us to investigate. We assessed and closed 6 complaints. We investigated 3 complaints.

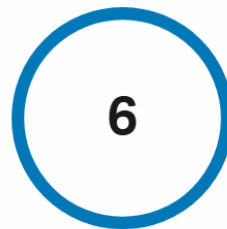
► [More about this data](#)



Complaints dealt with



Not for us

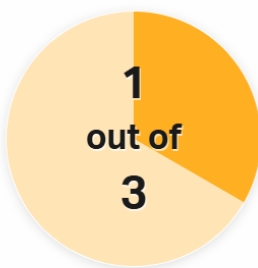


Assessed and closed



Investigated

Complaints upheld



We investigated **3** complaints and upheld **1**.

■ **33%** of complaints we investigated were upheld.

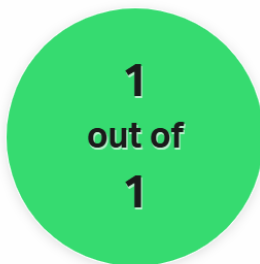
▮ This compares to an average of **66%** in similar authorities.

Adjusted for Teignbridge District Council's population, this is **0.7** upheld decisions per 100,000 residents.

The average for authorities of this type is 1.1 upheld decisions per 100,000 residents.

[View upheld decisions](#)

Satisfactory remedies provided by the Council



In **1** out of **1** upheld cases we found the Council had provided a satisfactory remedy before the complaint reached the Ombudsman.

■ **100%** satisfactory remedy rate.

▮ This compares to an average of **15%** in similar authorities.

[View satisfactory remedy decisions](#)

Compliance with Ombudsman recommendations



No recommendations were due for compliance in this period