

## Appendix 1

### Summary of Complaints to the Ombudsman 24/25

#### Complaint overview

2024 / 2025

Between 1 April 2024 to 31 March 2025, we dealt with 10 complaints. Of these, 4 were not for us or not ready for us to investigate. We assessed and closed 4 complaints. We investigated 2 complaints.

► [More about this data](#)



Complaints dealt with



Not for us

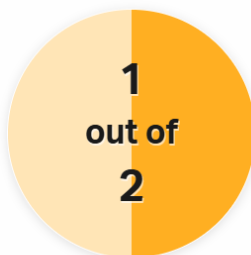


Assessed and closed



Investigated

#### Complaints upheld



We investigated **2** complaints and upheld **1**.

■ **50%** of complaints we investigated were upheld.

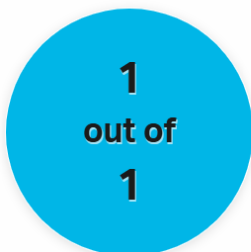
▮ This compares to an average of **66%** in similar authorities.

**Adjusted for Mid Devon District Council's population, this is 1.2 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](#)

#### Compliance with Ombudsman recommendations



We recorded compliance outcomes in **1** cases. In **1** cases we were satisfied with the actions taken.

■ **100%** compliance rate with recommendations.

▮ This compares to an average of **100%** in similar authorities.