

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

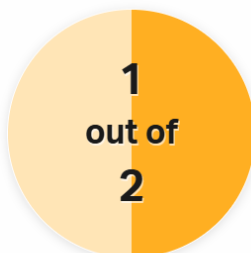


Assessed and closed



Investigated

Complaints upheld



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

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

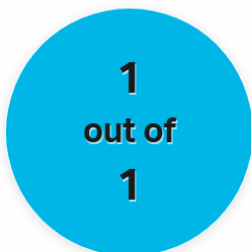
 This compares to an average of **66%** in similar authorities.

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.