

Complaints and Enquiries Received (by Category) 2025-26

Authority Name	Adult Social Care	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
Bury Metropolitan Borough Council	9	5	5	33	12	16	12	4	1	97

Complaints and Enquiries Decided (by Outcome) 2025-26

Authority Name	Not for us / not ready for us			Assessed and closed	Investigated						
	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Upheld decisions per 100,000 residents	Average no of upheld decisions per 100,000 residents of similar authorities	Uphold rate (%)	Average uphold rate (%) of similar authorities
Bury Metropolitan Borough Council	2	1	19	40	3	18	83	9.0	4.6	86%	83%

Remedy and compliance outcomes 2025-26

Authority Name	Number of upheld complaints	Uphold Rate (%)	Average uphold rate (%) of similar authorities	Upheld cases where the authority provided a satisfactory remedy before the complaint reached the Ombudsman (%)	Average satisfactory remedy rate of similar authorities (%)	Number of cases with a compliance outcome recorded during the year	Number of compliance outcomes recorded as delivered on time	Percentage of compliance outcomes recorded as delivered on time (timely compliance rate) (%)	Average timely compliance rate in similar organisations (%)	Cases we were satisfied the authority successfully implemented our recommendations to remedy the complaint (compliance rate) (%)	Average compliance rate of similar authorities (%)
Bury Metropolitan Borough Council	18	86%	83%	11%	16%	17	16	94%	79%	100%	100.0%