

APPENDICES

- A Enfield's Complaints Scheme Statistics 2007/08**
- B Organisation Learning from Enfield's Complaints Scheme**
- C LGO Annual letter**
- D Analysis of LGO Decisions 2007/08 - Enfield**
LGO Comparative statistics 2007/08
- E Volume of decisions for each London Borough**
- F Volume of "At fault" decision for each London Borough**
- G Percentage of Ombudsman decision (including premature complaints / decided as "At fault" for each London Borough**