

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Aberdeenshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	22	1	36.7%	217	3	11.5%
Social Work	9	2	15.0%	253	2	13.5%
Housing	8	3	13.3%	468	1	24.9%
Environmental Health & Cleansing	7	4	11.7%	148	6	7.9%
Education	4	5	6.7%	174	4=	9.3%
Finance	3	6=	5.0%	174	4=	9.3%
Roads & Transport	3	6=	5.0%	119	7	6.3%
Legal & Admin	1	8=	1.7%	76	8	4.0%
Other	1	8=	1.7%	21	12	1.1%
Consumer Protection	1	8=	1.7%	8	16=	0.4%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
Economic Development	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	1	-	1.7%	51	-	2.7%
Total	60	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		3.2%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	Aberdeenshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	23	1	29.1%	223	3	12.7%
Housing	20	2	25.3%	446	1	25.5%
Social Work	8	3	10.1%	229	2	13.1%
Environmental Health & Cleansing	7	4	8.9%	98	7	5.6%
Education	6	5	7.6%	171	5	9.8%
Finance	4	6	5.1%	173	4	9.9%
Roads & Transport	2	7=	2.5%	119	6	6.8%
Building Control	2	7=	2.5%	62	9	3.5%
Recreation & Leisure	2	7=	2.5%	30	10	1.7%
Land & Property	2	7=	2.5%	28	11	1.6%
Legal & Admin	1	11=	1.3%	75	8	4.3%
Consumer Protection	1	11=	1.3%	8	15	0.5%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
Personnel	0	-	0.0%	7	16	0.4%
Welfare Fund - Crisis Grants	0	-	0.0%	6	17	0.3%
Economic Development	0	-	0.0%	3	18=	0.2%
Fire & Police Boards	0	-	0.0%	3	18=	0.2%
National Park Authorities	0	-	0.0%	2	20	0.1%
Subject Unknown or Out Of Jurisdiction	1	-	1.3%	38	-	2.2%
Total	79	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		4.5%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Aberdeenshire Council	Sector Total	Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	7	380	19	328
	Out of jurisdiction (discretionary)	0	29	2	56
	Out of jurisdiction (non-discretionary)	1	25	3	42
	Outcome not achievable	1	42	5	129
	Premature	19	713	24	659
	Resolved	0	4	0	6
	Total	28	1,193	53	1,220
Early Resolution 1	Not duly made or withdrawn	1	36	2	36
	Out of jurisdiction (discretionary)	1	56	2	57
	Out of jurisdiction (non-discretionary)	7	140	4	110
	Outcome not achievable	6	107	1	40
	Premature	3	42	4	33
	Resolved	1	35	1	18
Total	19	416	14	294	
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	2	25
	Not upheld	1	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	1	110	3	111	
Investigation 1	Fully upheld	1	28	3	20
	Some upheld	0	26	3	39
	Not upheld	7	63	9	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
Total	8	119	15	122	
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
Total	0	4	0	0	
Total Complaints		56	1,842	85	1,747
Total Premature Complaints		22	755	28	692
Premature Rate		39.3%	41.0%	32.9%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		9	233	18	233
Total Cases Upheld / Some Upheld		1	109	8	115
Uphold Rate (total upheld / total fit for SPSO)		11.1%	46.8%	44.4%	49.4%