

TABLE 1
Complaints Received by Subject 2014-15

| Subject Group | Argyll and Bute Council | Rank | <i>Complaints as % of total</i> | Sector Total | Rank | <i>Complaints as % of total</i> |
|--|--------------------------------|-------------|---------------------------------|---------------------|-------------|---------------------------------|
| Planning | 8 | 1 | 25.0% | 217 | 3 | 11.5% |
| Social Work | 7 | 2 | 21.9% | 253 | 2 | 13.5% |
| Education | 6 | 3 | 18.8% | 174 | 4= | 9.3% |
| Legal & Admin | 4 | 4 | 12.5% | 76 | 8 | 4.0% |
| Housing | 2 | 5= | 6.3% | 468 | 1 | 24.9% |
| Environmental Health & Cleansing | 2 | 5= | 6.3% | 148 | 6 | 7.9% |
| Roads & Transport | 1 | 7= | 3.1% | 119 | 7 | 6.3% |
| Other | 1 | 7= | 3.1% | 21 | 12 | 1.1% |
| Personnel | 1 | 7= | 3.1% | 10 | 15 | 0.5% |
| Finance | 0 | - | 0.0% | 174 | 4= | 9.3% |
| 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% |
| Consumer Protection | 0 | - | 0.0% | 8 | 16= | 0.4% |
| 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 | 0 | - | 0.0% | 51 | - | 2.7% |
| Total | 32 | - | 100.0% | 1,880 | - | 100.0% |
| <i>Complaints as % of Sector</i> | | 1.7% | | 100.0% | | |

Complaints Received by Subject 2013-14

| Subject Group | Argyll and Bute Council | Rank | <i>Complaints as % of total</i> | Sector Total | Rank | <i>Complaints as % of total</i> |
|--|--------------------------------|-------------|---------------------------------|---------------------|-------------|---------------------------------|
| Planning | 11 | 1 | 30.6% | 223 | 3 | 12.7% |
| Education | 8 | 2 | 22.2% | 171 | 5 | 9.8% |
| Social Work | 5 | 3 | 13.9% | 229 | 2 | 13.1% |
| Housing | 4 | 4 | 11.1% | 446 | 1 | 25.5% |
| Roads & Transport | 3 | 5 | 8.3% | 119 | 6 | 6.8% |
| Building Control | 2 | 6 | 5.6% | 62 | 9 | 3.5% |
| Finance | 1 | 7= | 2.8% | 173 | 4 | 9.9% |
| Legal & Admin | 1 | 7= | 2.8% | 75 | 8 | 4.3% |
| Other | 1 | 7= | 2.8% | 9 | 14 | 0.5% |
| Environmental Health & Cleansing | 0 | - | 0.0% | 98 | 7 | 5.6% |
| Recreation & Leisure | 0 | - | 0.0% | 30 | 10 | 1.7% |
| Land & Property | 0 | - | 0.0% | 28 | 11 | 1.6% |
| Welfare Fund - Community Care Grants | 0 | - | 0.0% | 10 | 12= | 0.6% |
| Valuation Joint Boards | 0 | - | 0.0% | 10 | 12= | 0.6% |
| Consumer Protection | 0 | - | 0.0% | 8 | 15 | 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 | 0 | - | 0.0% | 38 | - | 2.2% |
| Total | 36 | - | 100.0% | 1,750 | - | 100.0% |
| <i>Complaints as % of Sector</i> | | 2.1% | | 100.0% | | |

TABLE 2
Complaints Determined by Outcome

| Stage | Outcome Group | 2014-15 | | 2013-14 | |
|---|---|-------------------------|--------------|-------------------------|--------------|
| | | Argyll and Bute Council | Sector Total | Argyll and Bute Council | Sector Total |
| Advice | Not duly made or withdrawn | 8 | 380 | 2 | 328 |
| | Out of jurisdiction (discretionary) | 0 | 29 | 2 | 56 |
| | Out of jurisdiction (non-discretionary) | 2 | 25 | 0 | 42 |
| | Outcome not achievable | 1 | 42 | 2 | 129 |
| | Premature | 11 | 713 | 11 | 659 |
| | Resolved | 0 | 4 | 0 | 6 |
| | Total | 22 | 1,193 | 17 | 1,220 |
| Early Resolution 1 | Not duly made or withdrawn | 0 | 36 | 3 | 36 |
| | Out of jurisdiction (discretionary) | 0 | 56 | 2 | 57 |
| | Out of jurisdiction (non-discretionary) | 4 | 140 | 2 | 110 |
| | Outcome not achievable | 3 | 107 | 0 | 40 |
| | Premature | 2 | 42 | 0 | 33 |
| | Resolved | 2 | 35 | 0 | 18 |
| Total | 11 | 416 | 7 | 294 | |
| Early Resolution 2 | Fully upheld | 0 | 33 | 1 | 31 |
| | Some upheld | 0 | 18 | 0 | 25 |
| | Not upheld | 1 | 56 | 2 | 50 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 1 |
| | Resolved | 0 | 3 | 0 | 4 |
| Total | 1 | 110 | 3 | 111 | |
| Investigation 1 | Fully upheld | 2 | 28 | 0 | 20 |
| | Some upheld | 1 | 26 | 4 | 39 |
| | Not upheld | 2 | 63 | 0 | 60 |
| | Not duly made or withdrawn | 0 | 1 | 0 | 2 |
| | Resolved | 0 | 1 | 0 | 1 |
| Total | 5 | 119 | 4 | 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 | | 39 | 1,842 | 31 | 1,747 |
| Total Premature Complaints | | 13 | 755 | 11 | 692 |
| Premature Rate | | 33.3% | 41.0% | 35.5% | 39.6% |
| Fit for SPSO Total (ER2, Inv1 & Inv2) | | 6 | 233 | 7 | 233 |
| Total Cases Upheld / Some Upheld | | 3 | 109 | 5 | 115 |
| Uphold Rate (total upheld / total fit for SPSO) | | 50.0% | 46.8% | 71.4% | 49.4% |