

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	13	1	29.5%	253	2	13.5%
Planning	7	2	15.9%	217	3	11.5%
Roads & Transport	5	3	11.4%	119	7	6.3%
Finance	4	4	9.1%	174	4=	9.3%
Education	3	5=	6.8%	174	4=	9.3%
Environmental Health & Cleansing	3	5=	6.8%	148	6	7.9%
Recreation & Leisure	3	5=	6.8%	24	11	1.3%
Housing	2	8	4.5%	468	1	24.9%
Legal & Admin	1	9=	2.3%	76	8	4.0%
Other	1	9=	2.3%	21	12	1.1%
Consumer Protection	1	9=	2.3%	8	16=	0.4%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
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	-	2.3%	51	-	2.7%
Total	44	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

2.3%

100.0%

Complaints Received by Subject 2013-14

Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	10	1	23.3%	223	3	12.7%
Finance	6	2	14.0%	173	4	9.9%
Roads & Transport	5	3	11.6%	119	6	6.8%
Social Work	4	4=	9.3%	229	2	13.1%
Legal & Admin	4	4=	9.3%	75	8	4.3%
Housing	3	6	7.0%	446	1	25.5%
Education	2	7=	4.7%	171	5	9.8%
Building Control	2	7=	4.7%	62	9	3.5%
Welfare Fund - Community Care Grants	2	7=	4.7%	10	12=	0.6%
Environmental Health & Cleansing	1	10=	2.3%	98	7	5.6%
Recreation & Leisure	1	10=	2.3%	30	10	1.7%
Consumer Protection	1	10=	2.3%	8	15	0.5%
Personnel	1	10=	2.3%	7	16	0.4%
Land & Property	0	-	0.0%	28	11	1.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
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	-	2.3%	38	-	2.2%
Total	43	-	100.0%	1,750	-	100.0%

Complaints as % of Sector

2.5%

100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Dumfries and Galloway Council	Sector Total	Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	11	380	7	328
	Out of jurisdiction (discretionary)	0	29	1	56
	Out of jurisdiction (non-discretionary)	0	25	2	42
	Outcome not achievable	0	42	4	129
	Premature	17	713	13	659
	Resolved	0	4	0	6
	Total	28	1,193	27	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	3	56	3	57
	Out of jurisdiction (non-discretionary)	1	140	2	110
	Outcome not achievable	2	107	0	40
	Premature	1	42	0	33
	Resolved	0	35	0	18
	Total	7	416	5	294
Early Resolution 2	Fully upheld	2	33	2	31
	Some upheld	3	18	1	25
	Not upheld	2	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total	7	110	4	111
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	3	26	1	39
	Not upheld	1	63	2	60
	Not duly made or withdrawn	0	1	2	2
	Resolved	0	1	0	1
	Total	4	119	5	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		46	1,842	41	1,747
Total Premature Complaints		18	755	13	692
Premature Rate		39.1%	41.0%	31.7%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		11	233	9	233
Total Cases Upheld / Some Upheld		8	109	4	115
Uphold Rate (total upheld / total fit for SPSO)		72.7%	46.8%	44.4%	49.4%