

TABLE 1
Complaints Received by Subject 2014-15

| Subject Group | Renfrewshire Council | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
|--|----------------------|----------|--------------------------|--------------|----------|--------------------------|
| Housing | 29 | 1 | 46.0% | 468 | 1 | 24.9% |
| Finance | 6 | 2 | 9.5% | 174 | 4= | 9.3% |
| Legal & Admin | 5 | 3 | 7.9% | 76 | 8 | 4.0% |
| Social Work | 4 | 4= | 6.3% | 253 | 2 | 13.5% |
| Planning | 4 | 4= | 6.3% | 217 | 3 | 11.5% |
| Environmental Health & Cleansing | 4 | 4= | 6.3% | 148 | 6 | 7.9% |
| Education | 3 | 7 | 4.8% | 174 | 4= | 9.3% |
| Roads & Transport | 2 | 8 | 3.2% | 119 | 7 | 6.3% |
| Building Control | 1 | 9= | 1.6% | 61 | 9 | 3.2% |
| Land & Property | 1 | 9= | 1.6% | 29 | 10 | 1.5% |
| Recreation & Leisure | 1 | 9= | 1.6% | 24 | 11 | 1.3% |
| Welfare Fund - Community Care Grants | 1 | 9= | 1.6% | 14 | 13 | 0.7% |
| Consumer Protection | 1 | 9= | 1.6% | 8 | 16= | 0.4% |
| Other | 0 | - | 0.0% | 21 | 12 | 1.1% |
| 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 | - | 1.6% | 51 | - | 2.7% |
| Total | 63 | - | 100.0% | 1,880 | - | 100.0% |

Complaints as % of Sector

3.4%

100.0%

Complaints Received by Subject 2013-14

| Subject Group | Renfrewshire Council | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
|--|----------------------|----------|--------------------------|--------------|----------|--------------------------|
| Housing | 16 | 1 | 30.8% | 446 | 1 | 25.5% |
| Finance | 10 | 2 | 19.2% | 173 | 4 | 9.9% |
| Social Work | 5 | 3= | 9.6% | 229 | 2 | 13.1% |
| Planning | 5 | 3= | 9.6% | 223 | 3 | 12.7% |
| Education | 4 | 5 | 7.7% | 171 | 5 | 9.8% |
| Environmental Health & Cleansing | 3 | 6 | 5.8% | 98 | 7 | 5.6% |
| Roads & Transport | 2 | 7= | 3.8% | 119 | 6 | 6.8% |
| Building Control | 2 | 7= | 3.8% | 62 | 9 | 3.5% |
| Recreation & Leisure | 2 | 7= | 3.8% | 30 | 10 | 1.7% |
| Land & Property | 1 | 10= | 1.9% | 28 | 11 | 1.6% |
| Other | 1 | 10= | 1.9% | 9 | 14 | 0.5% |
| Legal & Admin | 0 | - | 0.0% | 75 | 8 | 4.3% |
| 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 | 1 | - | 1.9% | 38 | - | 2.2% |
| Total | 52 | - | 100.0% | 1,750 | - | 100.0% |

Complaints as % of Sector

3.0%

100.0%

TABLE 2
Complaints Determined by Outcome

| Stage | Outcome Group | 2014-15 | | 2013-14 | |
|---|---|----------------------|--------------|----------------------|--------------|
| | | Renfrewshire Council | Sector Total | Renfrewshire Council | Sector Total |
| Advice | Not duly made or withdrawn | 14 | 380 | 9 | 328 |
| | Out of jurisdiction (discretionary) | 0 | 29 | 1 | 56 |
| | Out of jurisdiction (non-discretionary) | 0 | 25 | 3 | 42 |
| | Outcome not achievable | 1 | 42 | 6 | 129 |
| | Premature | 34 | 713 | 20 | 659 |
| | Resolved | 0 | 4 | 0 | 6 |
| | Total | 49 | 1,193 | 39 | 1,220 |
| Early Resolution 1 | Not duly made or withdrawn | 0 | 36 | 0 | 36 |
| | Out of jurisdiction (discretionary) | 0 | 56 | 6 | 57 |
| | Out of jurisdiction (non-discretionary) | 4 | 140 | 2 | 110 |
| | Outcome not achievable | 3 | 107 | 1 | 40 |
| | Premature | 0 | 42 | 1 | 33 |
| | Resolved | 1 | 35 | 2 | 18 |
| Total | 8 | 416 | 12 | 294 | |
| Early Resolution 2 | Fully upheld | 2 | 33 | 1 | 31 |
| | Some upheld | 1 | 18 | 1 | 25 |
| | Not upheld | 1 | 56 | 0 | 50 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 1 |
| | Resolved | 0 | 3 | 0 | 4 |
| Total | 4 | 110 | 2 | 111 | |
| Investigation 1 | Fully upheld | 1 | 28 | 0 | 20 |
| | Some upheld | 0 | 26 | 2 | 39 |
| | Not upheld | 0 | 63 | 2 | 60 |
| | Not duly made or withdrawn | 0 | 1 | 0 | 2 |
| | Resolved | 0 | 1 | 0 | 1 |
| | Total | 1 | 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 | 62 | 1,842 | 57 | 1,747 | |
| Total Premature Complaints | | 34 | 755 | 21 | 692 |
| Premature Rate | | 54.8% | 41.0% | 36.8% | 39.6% |
| Fit for SPSO Total (ER2, Inv1 & Inv2) | | 5 | 233 | 6 | 233 |
| Total Cases Upheld / Some Upheld | | 4 | 109 | 4 | 115 |
| Uphold Rate (total upheld / total fit for SPSO) | | 80.0% | 46.8% | 66.7% | 49.4% |