

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	West Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	51.4%	468	1	24.9%
Social Work	6	2	16.2%	253	2	13.5%
Finance	5	3	13.5%	174	4=	9.3%
Education	3	4	8.1%	174	4=	9.3%
Roads & Transport	2	5	5.4%	119	7	6.3%
Environmental Health & Cleansing	1	6=	2.7%	148	6	7.9%
Legal & Admin	1	6=	2.7%	76	8	4.0%
Planning	0	-	0.0%	217	3	11.5%
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%
Other	0	-	0.0%	21	12	1.1%
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%
Consumer Protection	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	37	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			2.0%			100.0%

Complaints Received by Subject 2013-14

Subject Group	West Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	13	1	50.0%	446	1	25.5%
Finance	4	2	15.4%	173	4	9.9%
Legal & Admin	3	3=	11.5%	75	8	4.3%
Land & Property	3	3=	11.5%	28	11	1.6%
Building Control	2	5	7.7%	62	9	3.5%
Environmental Health & Cleansing	1	6	3.8%	98	7	5.6%
Social Work	0	-	0.0%	229	2	13.1%
Planning	0	-	0.0%	223	3	12.7%
Education	0	-	0.0%	171	5	9.8%
Roads & Transport	0	-	0.0%	119	6	6.8%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
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	26	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			1.5%			100.0%

TABLE 2
Complaints Determined by Outcome

		2014-15		2013-14	
Stage	Outcome Group	West Dunbartonshire Council	Sector Total	West Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	8	380	7	328
	Out of jurisdiction (discretionary)	0	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	2	42
	Outcome not achievable	0	42	2	129
	Premature	15	713	5	659
	Resolved	0	4	0	6
	Total		23	1,193	16
Early Resolution 1	Not duly made or withdrawn	0	36	1	36
	Out of jurisdiction (discretionary)	1	56	0	57
	Out of jurisdiction (non-discretionary)	4	140	5	110
	Outcome not achievable	4	107	0	40
	Premature	0	42	0	33
	Resolved	0	35	0	18
	Total		9	416	6
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	0	25
	Not upheld	2	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total		2	110	1
Investigation 1	Fully upheld	1	28	1	20
	Some upheld	0	26	0	39
	Not upheld	2	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		3	119	1
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total		0	4	0
Total Complaints		37	1,842	24	1,747
Total Premature Complaints		15	755	5	692
Premature Rate		40.5%	41.0%	20.8%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		5	233	2	233
Total Cases Upheld / Some Upheld		1	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		20.0%	46.8%	50.0%	49.4%