

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Aberdeenshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	17	1	21.8%	173	4	10.0%
Planning	14	2	17.9%	172	5	10.0%
Social Work	12	3	15.4%	231	2	13.4%
Finance	8	4	10.3%	179	3	10.4%
Environmental Health & Cleansing	7	5	9.0%	126	6	7.3%
Housing	6	6	7.7%	423	1	24.6%
Legal & Admin	4	7=	5.1%	61	8	3.5%
Recreation & Leisure	4	7=	5.1%	32	10	1.9%
Roads & Transport	2	9	2.6%	120	7	7.0%
Building Control	1	10=	1.3%	54	9	3.1%
Consumer Protection	1	10=	1.3%	4	20	0.2%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	0	-	0.0%	9	15=	0.5%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
National Park Authorities	0	-	0.0%	6	17=	0.3%
Valuation Joint Boards	0	-	0.0%	6	17=	0.3%
Fire & Police Boards	0	-	0.0%	5	19	0.3%
Subject Unknown or Out Of Jurisdiction	2	-	2.6%	33	-	1.9%
Total	78	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

4.5%

100.0%

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%

Complaints as % of Sector

3.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Aberdeenshire Council	Sector Total	Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	12	321	7	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	1	25
	Outcome not achievable	0	6	1	42
	Premature	23	606	19	713
	Resolved	0	0	0	4
	Total	35	944	28	1,193
Early Resolution 1	Not duly made or withdrawn	2	54	1	36
	Out of jurisdiction (discretionary)	6	104	1	56
	Out of jurisdiction (non-discretionary)	9	196	7	140
	Outcome not achievable	11	185	6	107
	Premature	2	58	3	42
	Resolved	4	29	1	35
	Total	34	626	19	416
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	1	20	0	18
	Not upheld	3	37	1	56
	Not duly made or withdrawn	1	1	0	0
	Resolved	0	1	0	3
	Total	5	86	1	110
Investigation 1	Fully upheld	2	23	1	28
	Some upheld	3	36	0	26
	Not upheld	2	40	7	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	1	4	0	1
	Total	8	107	8	119
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total	0	1	0	4
Total Complaints	82	1,764	56	1,842	
Total Premature Complaints	25	664	22	755	
Premature Rate	30.5%	37.6%	39.3%	41.0%	
Fit for SPSO Total (ER2, Inv1 & Inv2)	13	194	9	233	
Total Cases Upheld / Some Upheld	6	107	1	109	
Uphold Rate (total upheld / total fit for SPSO)	46.2%	55.2%	11.1%	46.8%	