

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1	28.6%	423	1	24.6%
Social Work	5	2	23.8%	231	2	13.4%
Planning	4	3	19.0%	172	5	10.0%
Roads & Transport	3	4	14.3%	120	7	7.0%
Recreation & Leisure	2	5	9.5%	32	10	1.9%
Education	1	6	4.8%	173	4	10.0%
Finance	0	-	0.0%	179	3	10.4%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Legal & Admin	0	-	0.0%	61	8	3.5%
Building Control	0	-	0.0%	54	9	3.1%
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%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	33	-	1.9%
Total	21	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

1.2%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	10	1=	25.6%	468	1	24.9%
Social Work	10	1=	25.6%	253	2	13.5%
Education	5	3	12.8%	174	4=	9.3%
Planning	4	4	10.3%	217	3	11.5%
Environmental Health & Cleansing	2	5=	5.1%	148	6	7.9%
Roads & Transport	2	5=	5.1%	119	7	6.3%
Land & Property	2	5=	5.1%	29	10	1.5%
Legal & Admin	1	8=	2.6%	76	8	4.0%
Other	1	8=	2.6%	21	12	1.1%
Welfare Fund - Community Care Grants	1	8=	2.6%	14	13	0.7%
Personnel	1	8=	2.6%	10	15	0.5%
Finance	0	-	0.0%	174	4=	9.3%
Building Control	0	-	0.0%	61	9	3.2%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
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	39	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

2.1%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Angus Council	Sector Total	Angus Council	Sector Total
Advice	Not duly made or withdrawn	2	321	5	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	3	25
	Outcome not achievable	0	6	1	42
	Premature	8	606	18	713
	Resolved	0	0	0	4
	Total		10	944	28
Early Resolution 1	Not duly made or withdrawn	0	54	0	36
	Out of jurisdiction (discretionary)	2	104	1	56
	Out of jurisdiction (non-discretionary)	2	196	2	140
	Outcome not achievable	5	185	1	107
	Premature	1	58	0	42
	Resolved	0	29	0	35
	Total		10	626	4
Early Resolution 2	Fully upheld	3	27	1	33
	Some upheld	0	20	0	18
	Not upheld	1	37	1	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		4	86	2
Investigation 1	Fully upheld	0	23	4	28
	Some upheld	0	36	1	26
	Not upheld	0	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		0	107	6
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total		0	1	0
Total Complaints		24	1,764	40	1,842
Total Premature Complaints		9	664	18	755
Premature Rate		37.5%	37.6%	45.0%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	194	8	233
Total Cases Upheld / Some Upheld		3	107	6	109
Uphold Rate (total upheld / total fit for SPSO)		75.0%	55.2%	75.0%	46.8%