

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	11	1	25.6%	173	4	10.0%
Social Work	8	2	18.6%	231	2	13.4%
Housing	7	3=	16.3%	423	1	24.6%
Planning	7	3=	16.3%	172	5	10.0%
Finance	3	5=	7.0%	179	3	10.4%
Environmental Health & Cleansing	3	5=	7.0%	126	6	7.3%
Roads & Transport	1	7=	2.3%	120	7	7.0%
Economic Development	1	7=	2.3%	11	14	0.6%
Legal & Admin	0	-	0.0%	61	8	3.5%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
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%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
Personnel	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	2	-	4.7%	33	-	1.9%
Total	43	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

2.5%

100.0%

Complaints Received by Subject 2014-15

Subject Group	East Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	8	1	27.6%	217	3	11.5%
Housing	7	2	24.1%	468	1	24.9%
Social Work	3	3=	10.3%	253	2	13.5%
Education	3	3=	10.3%	174	4=	9.3%
Roads & Transport	2	5	6.9%	119	7	6.3%
Legal & Admin	1	6=	3.4%	76	8	4.0%
Recreation & Leisure	1	6=	3.4%	24	11	1.3%
Other	1	6=	3.4%	21	12	1.1%
Personnel	1	6=	3.4%	10	15	0.5%
Finance	0	-	0.0%	174	4=	9.3%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
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	2	-	6.9%	51	-	2.7%
Total	29	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		East Dunbartonshire Council	Sector Total	East Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	7	321	3	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	1	25
	Outcome not achievable	0	6	0	42
	Premature	12	606	16	713
	Resolved	0	0	0	4
	Total	19	944	20	1,193
Early Resolution 1	Not duly made or withdrawn	1	54	0	36
	Out of jurisdiction (discretionary)	2	104	1	56
	Out of jurisdiction (non-discretionary)	6	196	3	140
	Outcome not achievable	5	185	0	107
	Premature	2	58	0	42
	Resolved	2	29	0	35
	Total	18	626	4	416
Early Resolution 2	Fully upheld	0	27	1	33
	Some upheld	0	20	1	18
	Not upheld	0	37	2	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total	0	86	4	110
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	0	36	1	26
	Not upheld	1	40	0	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total	1	107	1	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		38	1,764	29	1,842
Total Premature Complaints		14	664	16	755
Premature Rate		36.8%	37.6%	55.2%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	194	5	233
Total Cases Upheld / Some Upheld		0	107	3	109
Uphold Rate (total upheld / total fit for SPSO)		0.0%	55.2%	60.0%	46.8%