

**TABLE 1**  
**Complaints Received by Subject 2015-16**

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	21.1%	423	1	24.6%
Social Work	6	2=	15.8%	231	2	13.4%
Education	6	2=	15.8%	173	4	10.0%
Planning	4	4	10.5%	172	5	10.0%
Roads & Transport	3	5=	7.9%	120	7	7.0%
Other	3	5=	7.9%	17	13	1.0%
Finance	2	7=	5.3%	179	3	10.4%
Legal & Admin	2	7=	5.3%	61	8	3.5%
Welfare Fund - Community Care Grants	2	7=	5.3%	31	11	1.8%
Building Control	1	10=	2.6%	54	9	3.1%
Recreation & Leisure	1	10=	2.6%	32	10	1.9%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Land & Property	0	-	0.0%	20	12	1.2%
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%
<b>Total</b>	<b>38</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

2.2%

100.0%

**Complaints Received by Subject 2014-15**

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	36.4%	468	1	24.9%
Planning	3	2=	13.6%	217	3	11.5%
Finance	3	2=	13.6%	174	4=	9.3%
Education	3	2=	13.6%	174	4=	9.3%
Social Work	2	5	9.1%	253	2	13.5%
Roads & Transport	1	6=	4.5%	119	7	6.3%
Legal & Admin	1	6=	4.5%	76	8	4.0%
Consumer Protection	1	6=	4.5%	8	16=	0.4%
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%
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%
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%
<b>Total</b>	<b>22</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

1.2%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2015-16**

Stage	Outcome Group	2015-16		2014-15	
		East Renfrewshire Council	Sector Total	East Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	8	321	6	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	2	5	0	25
	Outcome not achievable	0	6	1	42
	Premature	11	606	5	713
	Resolved	0	0	0	4
	<b>Total</b>	<b>21</b>	<b>944</b>	<b>12</b>	<b>1,193</b>
Early Resolution 1	Not duly made or withdrawn	1	54	0	36
	Out of jurisdiction (discretionary)	3	104	1	56
	Out of jurisdiction (non-discretionary)	7	196	2	140
	Outcome not achievable	6	185	2	107
	Premature	0	58	0	42
	Resolved	0	29	0	35
	<b>Total</b>	<b>17</b>	<b>626</b>	<b>5</b>	<b>416</b>
Early Resolution 2	Fully upheld	1	27	0	33
	Some upheld	1	20	0	18
	Not upheld	1	37	0	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	<b>Total</b>	<b>3</b>	<b>86</b>	<b>0</b>	<b>110</b>
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	1	36	0	26
	Not upheld	0	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	<b>Total</b>	<b>1</b>	<b>107</b>	<b>1</b>	<b>119</b>
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Total Complaints</b>	<b>42</b>	<b>1,764</b>	<b>18</b>	<b>1,842</b>	
Total Premature Complaints		11	664	5	755
Premature Rate		26.2%	37.6%	27.8%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	194	1	233
Total Cases Upheld / Some Upheld		3	107	0	109
Uphold Rate (total upheld / total fit for SPSO)		75.0%	55.2%	0.0%	46.8%