

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Inverclyde Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	1=	23.5%	231	2	13.4%
Education	4	1=	23.5%	173	4	10.0%
Finance	3	3	17.6%	179	3	10.4%
Housing	2	4=	11.8%	423	1	24.6%
Planning	2	4=	11.8%	172	5	10.0%
Roads & Transport	1	6=	5.9%	120	7	7.0%
Personnel	1	6=	5.9%	9	15=	0.5%
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%
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%
Economic Development	0	-	0.0%	11	14	0.6%
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	17	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>		1.0%		100.0%		

Complaints Received by Subject 2014-15

Subject Group	Inverclyde Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	1	21.1%	253	2	13.5%
Housing	3	2=	15.8%	468	1	24.9%
Planning	3	2=	15.8%	217	3	11.5%
Education	2	4=	10.5%	174	4=	9.3%
Finance	2	4=	10.5%	174	4=	9.3%
Roads & Transport	1	6=	5.3%	119	7	6.3%
Legal & Admin	1	6=	5.3%	76	8	4.0%
Land & Property	1	6=	5.3%	29	10	1.5%
Welfare Fund - Crisis Grants	1	6=	5.3%	12	14	0.6%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Building Control	0	-	0.0%	61	9	3.2%
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%
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	1	-	5.3%	51	-	2.7%
Total	19	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		1.0%		100.0%		

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Inverclyde Council	Sector Total	Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	2	321	3	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	1	5	0	25
	Outcome not achievable	0	6	0	42
	Premature	7	606	6	713
	Resolved	0	0	0	4
	Total		10	944	9
Early Resolution 1	Not duly made or withdrawn	0	54	1	36
	Out of jurisdiction (discretionary)	0	104	1	56
	Out of jurisdiction (non-discretionary)	4	196	2	140
	Outcome not achievable	0	185	1	107
	Premature	0	58	1	42
	Resolved	1	29	0	35
	Total		5	626	6
Early Resolution 2	Fully upheld	0	27	1	33
	Some upheld	0	20	0	18
	Not upheld	0	37	2	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		0	86	3
Investigation 1	Fully upheld	1	23	0	28
	Some upheld	0	36	0	26
	Not upheld	0	40	0	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		1	107	0
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		16	1,764	18	1,842
Total Premature Complaints		7	664	7	755
Premature Rate		43.8%	37.6%	38.9%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	194	3	233
Total Cases Upheld / Some Upheld		1	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		100.0%	55.2%	33.3%	46.8%