

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	40.0%	423	1	24.6%
Planning	5	2	25.0%	172	5	10.0%
Social Work	2	3=	10.0%	231	2	13.4%
Building Control	2	3=	10.0%	54	9	3.1%
Finance	1	5=	5.0%	179	3	10.4%
Welfare Fund - Community Care Grants	1	5=	5.0%	31	11	1.8%
Land & Property	1	5=	5.0%	20	12	1.2%
Education	0	-	0.0%	173	4	10.0%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Roads & Transport	0	-	0.0%	120	7	7.0%
Legal & Admin	0	-	0.0%	61	8	3.5%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
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	20	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

1.2%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	7	1	22.6%	217	3	11.5%
Housing	6	2	19.4%	468	1	24.9%
Social Work	4	3	12.9%	253	2	13.5%
Education	2	4=	6.5%	174	4=	9.3%
Finance	2	4=	6.5%	174	4=	9.3%
Environmental Health & Cleansing	2	4=	6.5%	148	6	7.9%
Roads & Transport	2	4=	6.5%	119	7	6.3%
Legal & Admin	1	8=	3.2%	76	8	4.0%
Building Control	1	8=	3.2%	61	9	3.2%
Land & Property	1	8=	3.2%	29	10	1.5%
Other	1	8=	3.2%	21	12	1.1%
Welfare Fund - Crisis Grants	1	8=	3.2%	12	14	0.6%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
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	-	3.2%	51	-	2.7%
Total	31	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.6%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Midlothian Council	Sector Total	Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	2	321	2	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	0	42
	Premature	9	606	22	713
	Resolved	0	0	0	4
	Total		11	944	24
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)	3	196	2	140
	Outcome not achievable	2	185	1	107
	Premature	1	58	0	42
	Resolved	0	29	0	35
	Total		9	626	4
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	0	37	1	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		0	86	1
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	1	36	1	26
	Not upheld	0	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		1	107	2
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		21	1,764	31	1,842
Total Premature Complaints		10	664	22	755
Premature Rate		47.6%	37.6%	71.0%	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%