

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	28	1	38.4%	423	1	24.6%
Social Work	11	2	15.1%	231	2	13.4%
Finance	8	3=	11.0%	179	3	10.4%
Education	8	3=	11.0%	173	4	10.0%
Environmental Health & Cleansing	3	5	4.1%	126	6	7.3%
Planning	2	6=	2.7%	172	5	10.0%
Roads & Transport	2	6=	2.7%	120	7	7.0%
Legal & Admin	2	6=	2.7%	61	8	3.5%
Welfare Fund - Community Care Grants	2	6=	2.7%	31	11	1.8%
Land & Property	2	6=	2.7%	20	12	1.2%
Personnel	2	6=	2.7%	9	15=	0.5%
Welfare Fund - Crisis Grants	1	12=	1.4%	9	15=	0.5%
Consumer Protection	1	12=	1.4%	4	20	0.2%
Building Control	0	-	0.0%	54	9	3.1%
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%
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%
Subject Unknown or Out Of Jurisdiction	1	-	1.4%	33	-	1.9%
Total	73	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

4.2%

100.0%

Complaints Received by Subject 2014-15

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	24	1	25.8%	468	1	24.9%
Social Work	17	2	18.3%	253	2	13.5%
Finance	14	3	15.1%	174	4=	9.3%
Planning	9	4=	9.7%	217	3	11.5%
Education	9	4=	9.7%	174	4=	9.3%
Environmental Health & Cleansing	7	6	7.5%	148	6	7.9%
Roads & Transport	4	7	4.3%	119	7	6.3%
Legal & Admin	3	8	3.2%	76	8	4.0%
Personnel	2	9	2.2%	10	15	0.5%
Other	1	10=	1.1%	21	12	1.1%
Welfare Fund - Crisis Grants	1	10=	1.1%	12	14	0.6%
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%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
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	-	2.2%	51	-	2.7%
Total	93	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

4.9%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		North Lanarkshire Council	Sector Total	North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	9	321	11	380
	Out of jurisdiction (discretionary)	0	6	2	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	1	6	2	42
	Premature	33	606	45	713
	Resolved	0	0	0	4
	Total		43	944	60
Early Resolution 1	Not duly made or withdrawn	4	54	1	36
	Out of jurisdiction (discretionary)	0	104	5	56
	Out of jurisdiction (non-discretionary)	10	196	6	140
	Outcome not achievable	7	185	4	107
	Premature	1	58	2	42
	Resolved	1	29	2	35
	Total		23	626	20
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	1	20	0	18
	Not upheld	4	37	3	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		5	86	3
Investigation 1	Fully upheld	2	23	1	28
	Some upheld	3	36	1	26
	Not upheld	1	40	2	63
	Not duly made or withdrawn	0	4	1	1
	Resolved	0	4	0	1
	Total		6	107	5
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		77	1,764	88	1,842
Total Premature Complaints		34	664	47	755
Premature Rate		44.2%	37.6%	53.4%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		11	194	8	233
Total Cases Upheld / Some Upheld		6	107	2	109
Uphold Rate (total upheld / total fit for SPSO)		54.5%	55.2%	25.0%	46.8%