TABLE 1						
Complaints Received by Subject 2016-1	7					
	Angus	Rank	Complaints	Sector	Rank	Complaints
Subject Group	Council	Nalik	as % of total	Total	Nalik	as % of tota
Social Work	9	1	42.9%	219	2	14.3%
Planning	4	2	19.0%	160	3	10.5%
Education	2	3=	9.5%	144	4	9.4%
Finance	2	3=	9.5%	120	6	7.9%
Housing	1	5=	4.8%	388	1	25.4%
Roads & Transport	1	5=	4.8%	112	7	7.3%
Consumer Protection	1	5=	4.8%	4	16=	0.3%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Legal & Admin	0	-	0.0%	73	8	4.8%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
Land & Property	0	-	0.0%	19	11	1.2%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Other	0	-	0.0%	8	13=	0.5%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities		-	0.0%	6	15 16=	0.4%
Economic Development Personnel	0	-	0.0% 0.0%	5 5	16=	0.3% 0.3%
Welfare Fund - Crisis Grants	0	-	0.0%	5 5	16=	0.3%
Fire & Police Boards	0	-	0.0%	- 5 - 4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	1	-	4.8%	4	10=	3.1%
Total	21	-	4.0%		-	100.0%
Complaints as % of Sector	21 1.4%		100.0%	1528 100.0%		100.0%
•						
TABLE 1						
TABLE 1 Complaints Received by Subject 2015-1	16					
	 6					
	6					
TABLE 1 Complaints Received by Subject 2015-1	6 Angus		Complaints	Sector		Complaints
Complaints Received by Subject 2015-1		Rank		Sector Total	Rank	
Complaints Received by Subject 2015-1 Subject Group	Angus	Rank 1			Rank 1	
Complaints Received by Subject 2015-1 Subject Group Housing	Angus Council 6 5	1 2	as % of total	Total	1 2	as % of tota
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning	Angus Council 6 5 4	1	as % of total 28.6%	Total 423	1 2 5	as % of tota 24.6%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning	Angus Council 6 5 4 3	1 2 3 4	as % of total 28.6% 23.8%	Total 423 231	1 2	as % of tota 24.6% 13.4%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport	Angus Council 6 5 4	1 2 3 4 5	as % of total 28.6% 23.8% 19.0% 14.3% 9.5%	Total 423 231 172	1 2 5	as % of tota 24.6% 13.4% 10.0%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education	Angus Council 6 5 4 3 2 1	1 2 3 4	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8%	Total 423 231 172 120 32 173	1 2 5 7 10 4	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance	Angus Council 6 5 4 3 2 1 0	1 2 3 4 5	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0%	Total 423 231 172 120 32 173	1 2 5 7 10 4 3	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing	Angus Council 6 5 4 3 2 1 0 0	1 2 3 4 5 6	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126	1 2 5 7 10 4 3 6	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin	Angus Council 6 5 4 3 2 1 0 0 0 0	1 2 3 4 5 6 -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126 61	1 2 5 7 10 4 3 6 8	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0	1 2 3 4 5 6 - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126 61 54	1 2 5 7 10 4 3 6 8 9	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126 61 54 31	1 2 5 7 10 4 3 6 8 9 11	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126 61 54 31 20	1 2 5 7 10 4 3 6 8 9 11 12	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.5% 3.1% 1.8% 1.2%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	Total 423 231 172 120 32 173 179 126 61 54 31 20 17	1 2 5 7 10 4 3 6 8 9 11 12 13	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8% 1.2% 1.0%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11	1 2 5 7 10 4 3 6 8 9 11 12 13 14	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8% 1.8% 1.2% 1.0% 0.6%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11 9	1 2 5 7 10 4 3 6 8 9 11 12 13 14 15=	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8% 1.2% 1.2% 1.0% 0.6% 0.5%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel Welfare Fund - Crisis Grants	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 9 9	$ \begin{array}{r} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 15=\\ 15=\\ \end{array} $	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.5% 3.5% 1.8% 1.2% 1.0% 0.6% 0.5%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel Welfare Fund - Crisis Grants National Park Authorities	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11 9 9 6	$ \begin{array}{r} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 15=\\ 17=\\ \end{array} $	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.5% 3.5% 3.1% 1.8% 1.2% 1.0% 0.6% 0.5% 0.5% 0.3%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel Welfare Fund - Crisis Grants National Park Authorities Valuation Joint Boards	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 9 9 6 6 6	$ \begin{array}{r} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 15=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17$	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.5% 3.1% 1.8% 1.2% 1.0% 0.6% 0.5% 0.5% 0.3%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel Welfare Fund - Crisis Grants National Park Authorities Valuation Joint Boards Fire & Police Boards	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11 9 6 6 5	$ \begin{array}{c} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 17=\\ 17=\\ 17=\\ 19\\ \end{array} $	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8% 1.8% 1.2% 1.0% 0.6% 0.5% 0.5% 0.5% 0.3% 0.3%
Complaints Received by Subject 2015-1 Subject Group Housing Social Work Planning Roads & Transport Recreation & Leisure Education Finance Environmental Health & Cleansing Legal & Admin Building Control Welfare Fund - Community Care Grants Land & Property Other Economic Development Personnel Welfare Fund - Crisis Grants National Park Authorities Valuation Joint Boards Fire & Police Boards Consumer Protection	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11 9 9 6 5 4	$ \begin{array}{r} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 15=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17=\\ 17$	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.4% 7.3% 3.5% 3.1% 1.8% 1.8% 1.2% 1.0% 0.6% 0.5% 0.5% 0.5% 0.3% 0.3% 0.3% 0.3% 0.2%
	Angus Council 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 2 3 4 5 6 - - - - - - - - - - - - - - - - - -	as % of total 28.6% 23.8% 19.0% 14.3% 9.5% 4.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Total 423 231 172 120 32 173 179 126 61 54 31 20 17 11 9 6 6 5	$ \begin{array}{c} 1\\ 2\\ 5\\ 7\\ 10\\ 4\\ 3\\ 6\\ 8\\ 9\\ 11\\ 12\\ 13\\ 14\\ 15=\\ 17=\\ 17=\\ 17=\\ 19\\ \end{array} $	as % of tota 24.6% 13.4% 10.0% 7.0% 1.9% 10.0% 10.4% 7.3% 3.5% 3.1% 1.8% 1.8% 1.2% 1.0% 0.6% 0.5% 0.5% 0.5% 0.3% 0.3%

TABLE 2 Local Authority Complaints Determined 2016-17

		2016	6-17
Stage	Outcome Group	Angus Council	Sector Total
Advice	Not duly made or withdrawn	5	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	7	467
	Total	12	750
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	1	115
	Premature	1	57
	Proportionality	2	132
	Resolved	0	20
	Total	9	560
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	1	156
Total Complaints		22	1,466

		201	5-16
		Angus	Sector
Stage	Outcome Group	Council	Total
Advice	Not duly made or withdrawn	2	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	8	606
	Resolved	0	0
	Total	10	944
Early	Not duly made or withdrawn	0	54
Resolution 1	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	2	196
	Outcome not achievable	5	185
	Premature	1	58
	Resolved	0	29
	Total	10	626
Early	Fully upheld	3	27
Resolution 2	, i		
	Some upheld	0	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	4	86
Investigation	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	0	107
Investigation 2	Fully upheld	0	1
_	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Compla		24	1,764
Total Premature 0	Complaints	9	664
Premature Rate		37.5%	37.6%

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8	524
36.4%	35.7%
1	156
1	94
100.0%	60.3%
	36.4% 1 1

1	Total Premature Complaints	9	664
%	Premature Rate	37.5%	37.6%
6	Fit for SPSO Total (ER2, Inv1 & Inv2)	4	194
	Total Cases Upheld / Some Upheld	3	107
%	Uphold Rate (total upheld / total fit for SPSO)	75.0%	55.2%