

TABLE 1
Complaints Received by Subject 2016-17

| Subject Group | Argyll and Bute Council | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
|--|-------------------------|------|--------------------------|--------------|------|--------------------------|
| Environmental Health & Cleansing | 7 | 1 | 21.9% | 124 | 5 | 8.1% |
| Planning | 5 | 2 | 15.6% | 160 | 3 | 10.5% |
| Social Work | 4 | 3= | 12.5% | 219 | 2 | 14.3% |
| Education | 4 | 3= | 12.5% | 144 | 4 | 9.4% |
| Finance | 4 | 3= | 12.5% | 120 | 6 | 7.9% |
| Building Control | 2 | 6 | 6.3% | 34 | 9 | 2.2% |
| Roads & Transport | 1 | 7= | 3.1% | 112 | 7 | 7.3% |
| Legal & Admin | 1 | 7= | 3.1% | 73 | 8 | 4.8% |
| Recreation & Leisure | 1 | 7= | 3.1% | 29 | 10 | 1.9% |
| Welfare Fund - Community Care Grants | 1 | 7= | 3.1% | 14 | 12 | 0.9% |
| Other | 1 | 7= | 3.1% | 8 | 13= | 0.5% |
| Housing | 0 | - | 0.0% | 388 | 1 | 25.4% |
| Land & Property | 0 | - | 0.0% | 19 | 11 | 1.2% |
| Valuation Joint Boards | 0 | - | 0.0% | 7 | 13= | 0.5% |
| National Park Authorities | 0 | - | 0.0% | 6 | 15 | 0.4% |
| Economic Development | 0 | - | 0.0% | 5 | 16= | 0.3% |
| Personnel | 0 | - | 0.0% | 5 | 16= | 0.3% |
| Welfare Fund - Crisis Grants | 0 | - | 0.0% | 5 | 16= | 0.3% |
| Consumer Protection | 0 | - | 0.0% | 4 | 16= | 0.3% |
| Fire & Police Boards | 0 | - | 0.0% | 4 | 16= | 0.3% |
| Subject Unknown or Out Of Jurisdiction | 1 | - | 3.1% | 48 | - | 3.1% |
| Total | 32 | | 100.0% | 1528 | | 100.0% |

Complaints as % of Sector

2.1%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

| Subject Group | Argyll and Bute Council | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
|--|-------------------------|------|--------------------------|--------------|------|--------------------------|
| Planning | 8 | 1 | 34.8% | 172 | 5 | 10.0% |
| Roads & Transport | 5 | 2 | 21.7% | 120 | 7 | 7.0% |
| Finance | 2 | 3= | 8.7% | 179 | 3 | 10.4% |
| Land & Property | 2 | 3= | 8.7% | 20 | 12 | 1.2% |
| Housing | 1 | 5= | 4.3% | 423 | 1 | 24.6% |
| Social Work | 1 | 5= | 4.3% | 231 | 2 | 13.4% |
| Education | 1 | 5= | 4.3% | 173 | 4 | 10.0% |
| Environmental Health & Cleansing | 1 | 5= | 4.3% | 126 | 6 | 7.3% |
| Welfare Fund - Community Care Grants | 1 | 5= | 4.3% | 31 | 11 | 1.8% |
| Economic Development | 1 | 5= | 4.3% | 11 | 14 | 0.6% |
| 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% |
| Other | 0 | - | 0.0% | 17 | 13 | 1.0% |
| 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 | 23 | | 100.0% | 1,722 | | 100.0% |

Complaints as % of Sector

1.3%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

2016-17

| Stage | Outcome Group | 2016-17 | |
|-------------------------|---|-------------------------|--------------|
| | | Argyll and Bute Council | Sector Total |
| Advice | Not duly made or withdrawn | 7 | 279 |
| | Out of jurisdiction (non-discretionary) | 0 | 3 |
| | Outcome not achievable | 0 | 1 |
| | Premature | 9 | 467 |
| | Total | 16 | 750 |
| Early Resolution | Not duly made or withdrawn | 0 | 43 |
| | Out of jurisdiction (discretionary) | 3 | 82 |
| | Out of jurisdiction (non-discretionary) | 4 | 111 |
| | Outcome not achievable | 4 | 115 |
| | Premature | 0 | 57 |
| | Proportionality | 1 | 132 |
| | Resolved | 1 | 20 |
| Total | 13 | 560 | |
| Investigation | Fully upheld | 0 | 52 |
| | Some upheld | 1 | 42 |
| | Not upheld | 3 | 60 |
| | Not duly made or withdrawn | 0 | 1 |
| | Resolved | 0 | 1 |
| | Total | 4 | 156 |
| Total Complaints | | 33 | 1,466 |

| | | |
|----------------------------|-------|-------|
| Total Premature Complaints | 9 | 524 |
| Premature Rate | 27.3% | 35.7% |

Fit for SPSO Total (Investigations) 4 156

2015-16

| Stage | Outcome Group | 2015-16 | |
|---|---|----------------------------|--------------|
| | | Argyll and Bute Council | Sector Total |
| Advice | Not duly made or withdrawn | 5 | 321 |
| | Out of jurisdiction (discretionary) | 0 | 6 |
| | Out of jurisdiction (non-discretionary) | 0 | 5 |
| | Outcome not achievable | 1 | 6 |
| | Premature | 6 | 606 |
| | Resolved | 0 | 0 |
| | Total | 12 | 944 |
| | Early Resolution 1 | Not duly made or withdrawn | 2 |
| Out of jurisdiction (discretionary) | | 1 | 104 |
| Out of jurisdiction (non-discretionary) | | 2 | 196 |
| Outcome not achievable | | 2 | 185 |
| Premature | | 0 | 58 |
| Resolved | | 0 | 29 |
| Total | | 7 | 626 |
| Early Resolution 2 | Fully upheld | 0 | 27 |
| | Some upheld | 0 | 20 |
| | Not upheld | 1 | 37 |
| | Not duly made or withdrawn | 0 | 1 |
| | Resolved | 0 | 1 |
| | Total | 1 | 86 |
| Investigation 1 | Fully upheld | 0 | 23 |
| | Some upheld | 0 | 36 |
| | Not upheld | 1 | 40 |
| | Not duly made or withdrawn | 0 | 4 |
| | Resolved | 0 | 4 |
| Total | 1 | 107 | |
| Investigation 2 | Fully upheld | 0 | 1 |
| | Some upheld | 0 | 0 |
| | Not upheld | 0 | 0 |
| | Total | 0 | 1 |
| Total Complaints | | 21 | 1,764 |

| | | |
|----------------------------|-------|-------|
| Total Premature Complaints | 6 | 664 |
| Premature Rate | 28.6% | 37.6% |

Fit for SPSO Total (ER2, Inv1 & Inv2) 2 194

| | | |
|---|-------|-------|
| Total Cases Upheld / Some Upheld | 1 | 94 |
| Uphold Rate (total upheld / total fit for SPSO) | 25.0% | 60.3% |

| | | |
|---|------|-------|
| Total Cases Upheld / Some Upheld | 0 | 107 |
| Uphold Rate (total upheld / total fit for SPSO) | 0.0% | 55.2% |