

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	24	1	38.1%	388	1	25.4%
Education	8	2	12.7%	144	4	9.4%
Social Work	7	3	11.1%	219	2	14.3%
Planning	5	4=	7.9%	160	3	10.5%
Roads & Transport	5	4=	7.9%	112	7	7.3%
Finance	4	6=	6.3%	120	6	7.9%
Legal & Admin	4	6=	6.3%	73	8	4.8%
Environmental Health & Cleansing	3	8	4.8%	124	5	8.1%
Recreation & Leisure	2	9	3.2%	29	10	1.9%
Personnel	1	10	1.6%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
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	-	0.0%	6	15	0.4%
Economic Development	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	0	-	0.0%	48	-	3.1%
Total	63		100.0%	1528		100.0%

Complaints as % of Sector

4.1%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	23	1	41.1%	423	1	24.6%
Finance	8	2	14.3%	179	3	10.4%
Social Work	6	3=	10.7%	231	2	13.4%
Education	6	3=	10.7%	173	4	10.0%
Planning	4	5=	7.1%	172	5	10.0%
Environmental Health & Cleansing	4	5=	7.1%	126	6	7.3%
Roads & Transport	1	7=	1.8%	120	7	7.0%
Land & Property	1	7=	1.8%	20	12	1.2%
Other	1	7=	1.8%	17	13	1.0%
Welfare Fund - Crisis Grants	1	7=	1.8%	9	15=	0.5%
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%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	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	1	-	1.8%	33	-	1.9%
Total	56		100.0%	1,722		100.0%

Complaints as % of Sector

3.3%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

		2016-17	
Stage	Outcome Group	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	13	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	23	467
	Total	36	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	4	115
	Premature	0	57
	Proportionality	7	132
	Resolved	0	20
Total	18	560	
Investigation	Fully upheld	0	52
	Some upheld	0	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	156	
Total Complaints		57	1,466

Total Premature Complaints	23	524
Premature Rate	40.4%	35.7%
Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	0	94
Uphold Rate (total upheld / total fit for SPSO)	0.0%	60.3%

		2015-16	
Stage	Outcome Group	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	15	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	18	606
	Resolved	0	0
	Total	33	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	6	104
	Out of jurisdiction (non-discretionary)	8	196
	Outcome not achievable	4	185
	Premature	2	58
	Resolved	0	29
	Total	21	626
Early Resolution 2	Fully upheld	1	27
	Some upheld	1	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	86	
Investigation 1	Fully upheld	2	23
	Some upheld	0	36
	Not upheld	2	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	4	107	
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		61	1,764

Total Premature Complaints	20	664
Premature Rate	32.8%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	7	194
Total Cases Upheld / Some Upheld	4	107
Uphold Rate (total upheld / total fit for SPSO)	57.1%	55.2%