

**TABLE 1**  
**Complaints Received by Subject 2016-17**

<b>Subject Group</b>	<b>Glasgow City Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Environmental Health & Cleansing	35	1	25.4%	124	5	8.1%
Social Work	24	2	17.4%	219	2	14.3%
Roads & Transport	17	3	12.3%	112	7	7.3%
Finance	13	4	9.4%	120	6	7.9%
Housing	11	5	8.0%	388	1	25.4%
Planning	10	6=	7.2%	160	3	10.5%
Education	10	6=	7.2%	144	4	9.4%
Legal & Admin	8	8	5.8%	73	8	4.8%
Recreation & Leisure	4	9	2.9%	29	10	1.9%
Building Control	1	10=	0.7%	34	9	2.2%
Welfare Fund - Community Care Grants	1	10=	0.7%	14	12	0.9%
Other	1	10=	0.7%	8	13=	0.5%
Economic Development	1	10=	0.7%	5	16=	0.3%
Welfare Fund - Crisis Grants	1	10=	0.7%	5	16=	0.3%
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%
Personnel	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	-	0.7%	48	-	3.1%
<b>Total</b>	<b>138</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

9.0%

100.0%

**TABLE 1**  
**Complaints Received by Subject 2015-16**

<b>Subject Group</b>	<b>Glasgow City Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Environmental Health & Cleansing	35	1	19.3%	126	6	7.3%
Roads & Transport	31	2	17.1%	120	7	7.0%
Social Work	27	3	14.9%	231	2	13.4%
Finance	22	4	12.2%	179	3	10.4%
Welfare Fund - Community Care Grants	15	5	8.3%	31	11	1.8%
Education	12	6	6.6%	173	4	10.0%
Housing	8	7	4.4%	423	1	24.6%
Planning	6	8=	3.3%	172	5	10.0%
Legal & Admin	6	8=	3.3%	61	8	3.5%
Recreation & Leisure	6	8=	3.3%	32	10	1.9%
Building Control	3	11=	1.7%	54	9	3.1%
Land & Property	3	11=	1.7%	20	12	1.2%
Welfare Fund - Crisis Grants	3	11=	1.7%	9	15=	0.5%
Other	1	14=	0.6%	17	13	1.0%
Economic Development	1	14=	0.6%	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	2	-	1.1%	33	-	1.9%
<b>Total</b>	<b>181</b>		<b>100.0%</b>	<b>1,722</b>		<b>100.0%</b>

Complaints as % of Sector

10.5%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2016-17**

Stage	Outcome Group	2016-17	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	25	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	49	467
	<b>Total</b>	<b>74</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	7	82
	Out of jurisdiction (non-discretionary)	6	111
	Outcome not achievable	6	115
	Premature	9	57
	Proportionality	10	132
	Resolved	1	20
<b>Total</b>	<b>42</b>	<b>560</b>	
Investigation	Fully upheld	7	52
	Some upheld	2	42
	Not upheld	2	60
	Not duly made or withdrawn	1	1
	Resolved	0	1
<b>Total</b>	<b>12</b>	<b>156</b>	
<b>Total Complaints</b>		<b>128</b>	<b>1,466</b>

Total Premature Complaints	58	524
Premature Rate	45.3%	35.7%

Fit for SPSO Total (Investigations)	12	156
Total Cases Upheld / Some Upheld	9	94
Uphold Rate (total upheld / total fit for SPSO)	75.0%	60.3%

Stage	Outcome Group	2015-16	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	39	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	65	606
	Resolved	0	0
	<b>Total</b>	<b>104</b>	<b>944</b>
Early Resolution 1	Not duly made or withdrawn	8	54
	Out of jurisdiction (discretionary)	10	104
	Out of jurisdiction (non-discretionary)	13	196
	Outcome not achievable	19	185
	Premature	7	58
	Resolved	5	29
	<b>Total</b>	<b>62</b>	<b>626</b>
Early Resolution 2	Fully upheld	5	27
	Some upheld	1	20
	Not upheld	2	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>8</b>	<b>86</b>
Investigation 1	Fully upheld	0	23
	Some upheld	3	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	<b>Total</b>	<b>4</b>	<b>107</b>
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>178</b>	<b>1,764</b>

Total Premature Complaints	72	664
Premature Rate	40.4%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	12	194
Total Cases Upheld / Some Upheld	9	107
Uphold Rate (total upheld / total fit for SPSO)	75.0%	55.2%