

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	The Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	26.0%	388	1	25.4%
Planning	14	2	19.2%	160	3	10.5%
Social Work	9	3	12.3%	219	2	14.3%
Education	8	4=	11.0%	144	4	9.4%
Roads & Transport	8	4=	11.0%	112	7	7.3%
Legal & Admin	3	6	4.1%	73	8	4.8%
Environmental Health & Cleansing	2	7=	2.7%	124	5	8.1%
Finance	2	7=	2.7%	120	6	7.9%
Building Control	2	7=	2.7%	34	9	2.2%
Welfare Fund - Crisis Grants	2	7=	2.7%	5	16=	0.3%
Land & Property	1	11	1.4%	19	11	1.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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%
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	3	-	4.1%	48	-	3.1%
Total	73		100.0%	1528		100.0%

Complaints as % of Sector

4.8%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	20	1	25.6%	172	5	10.0%
Housing	16	2	20.5%	423	1	24.6%
Finance	11	3	14.1%	179	3	10.4%
Social Work	7	4	9.0%	231	2	13.4%
Education	6	5	7.7%	173	4	10.0%
Environmental Health & Cleansing	6	5=	7.7%	126	6	7.3%
Roads & Transport	6	5=	7.7%	120	7	7.0%
Legal & Admin	1	7=	1.3%	61	8	3.5%
Other	1	7=	1.3%	17	13	1.0%
Personnel	1	7=	1.3%	9	15=	0.5%
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%
Land & Property	0	-	0.0%	20	12	1.2%
Economic Development	0	-	0.0%	11	14	0.6%
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	3	-	3.8%	33	-	1.9%
Total	78		100.0%	1,722		100.0%

Complaints as % of Sector

4.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		The Highland Council	Sector Total
Advice	Not duly made or withdrawn	12	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	24	467
	Total	36	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	8	111
	Outcome not achievable	4	115
	Premature	5	57
	Proportionality	7	132
	Resolved	2	20
Total	28	560	
Investigation	Fully upheld	2	52
	Some upheld	4	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	7	156	
Total Complaints		71	1,466

Total Premature Complaints	29	524
Premature Rate	40.8%	35.7%
Fit for SPSO Total (Investigations)	7	156
Total Cases Upheld / Some Upheld	6	94
Uphold Rate (total upheld / total fit for SPSO)	85.7%	60.3%

Stage	Outcome Group	2015-16	
		Highland Council	Sector Total
Advice	Not duly made or withdrawn	9	321
	Out of jurisdiction (discretionary)	2	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	35	606
	Resolved	0	0
	Total	46	944
Early Resolution 1	Not duly made or withdrawn	2	54
	Out of jurisdiction (discretionary)	5	104
	Out of jurisdiction (non-discretionary)	8	196
	Outcome not achievable	7	185
	Premature	1	58
	Resolved	1	29
	Total	24	626
Early Resolution 2	Fully upheld	2	27
	Some upheld	1	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	4	86	
Investigation 1	Fully upheld	2	23
	Some upheld	0	36
	Not upheld	1	40
	Not duly made or withdrawn	1	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		78	1,764

Total Premature Complaints	36	664
Premature Rate	46.2%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	8	194
Total Cases Upheld / Some Upheld	5	107
Uphold Rate (total upheld / total fit for SPSO)	62.5%	55.2%