

Local Authority Complaints Received 2017-18						
	2017-18					
Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	7	1	21.88%	254	2	17.23%
Housing	6	2	18.75%	316	1	21.44%
Education	5	3	15.63%	151	3	10.24%
Planning	4	4	12.50%	134	4	9.09%
Environmental Health & Cleansing	1	5=	3.13%	116	5	7.87%
Finance	1	5=	3.13%	112	6	7.60%
Roads & Transport	1	5=	3.13%	104	7	7.06%
Legal & Admin	1	5=	3.13%	71	8	4.82%
Recreation & Leisure	1	5=	3.13%	24	9	1.63%
Land & Property	1	5=	3.13%	17	10	1.15%
Other	1	5=	3.13%	6	14	0.41%
Consumer Protection	1	5=	3.13%	4	15=	0.27%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Economic Development	0	-	0.00%	2	18=	0.14%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	2	-	6.25%	119	-	8.07%
Total	32		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>	<i>2.2%</i>			<i>100.0%</i>		
Complaints Received by Subject 2016-17						
Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
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	-	0.0%	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%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	1	-	4.8%	48	-	3.1%
Total	21		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>	<i>1.4%</i>			<i>100.0%</i>		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Angus Council	Sector Total
Advice	Not duly made or withdrawn	3	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	13	381
	Total	16	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	0	53
	Proportionality	5	314
	Resolved	1	29
	Total	10	731
Investigation	Fully upheld	1	47
	Some upheld	0	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	1	169
Total Complaints		27	1,542

<i>Total Premature Complaints</i>	13	434
<i>Premature Rate</i>	48.1%	28.1%

<i>Total Investigation Decisions</i>	1	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		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

<i>Total Premature Complaints</i>	8	524
<i>Premature Rate</i>	36.4%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	1	156
<i>Total Cases Upheld / Some Upheld</i>	1	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	100.0%	60.3%