

Local Authority Complaints Received 2017-18

Subject Group	2017-18			Sector Total	Rank	Complaints as % of total
	Argyll and Bute Council	Rank	Complaints as % of total			
Social Work	8	1	28.57%	254	2	17.23%
Planning	6	2	21.43%	134	4	9.09%
Environmental Health & Cleansing	4	3	14.29%	116	5	7.87%
Education	3	4	10.71%	151	3	10.24%
Finance	2	5=	7.14%	112	6	7.60%
Roads & Transport	2	5=	7.14%	104	7	7.06%
Housing	1	7=	3.57%	316	1	21.44%
Legal & Admin	1	7=	3.57%	71	8	4.82%
Building Control	1	7=	3.57%	16	11	1.09%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Other	0	-	0.00%	6	14	0.41%
Consumer Protection	0	-	0.00%	4	15=	0.27%
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	0	-	0.00%	119	-	8.07%
Total	28		100.00%	1,474		100.00%

Complaints as % of Sector

1.9%

100.0%

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%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Argyll and Bute Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	4	381
	Total	5	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	4	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	0	85
	Premature	1	53
	Proportionality	8	314
	Resolved	2	29
	Total	18	731
Investigation	Fully upheld	2	47
	Some upheld	1	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	5	169
Total Complaints		28	1,542

<i>Total Premature Complaints</i>	5	434
<i>Premature Rate</i>	17.9%	28.1%

<i>Total Investigation Decisions</i>	5	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	60.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	5	169
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	60.0%	56.8%

Local Authority Complaints Determined 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

<i>Total Premature Complaints</i>	9	524
<i>Premature Rate</i>	27.3%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	4	156
<i>Total Cases Upheld / Some Upheld</i>	1	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	25.0%	60.3%