

Local Authority Complaints Received 2017-18

Subject Group	Dumfries and Galloway Council			Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway Council	Rank	Complaints as % of total			
Social Work	16	1	38.10%	254	2	17.23%
Education	7	2	16.67%	151	3	10.24%
Environmental Health & Cleansing	4	3=	9.52%	116	5	7.87%
Roads & Transport	4	3=	9.52%	104	7	7.06%
Planning	3	5	7.14%	134	4	9.09%
Finance	1	6=	2.38%	112	6	7.60%
Legal & Admin	1	6=	2.38%	71	8	4.82%
Recreation & Leisure	1	6=	2.38%	24	9	1.63%
Personnel	1	6=	2.38%	12	12	0.81%
Economic Development	1	6=	2.38%	2	18=	0.14%
Housing	0	-	0.00%	316	1	21.44%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
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%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	3	-	7.14%	119	-	8.07%
<b>Total</b>	<b>42</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

*Complaints as % of Sector* 2.8% 100.0%

Complaints Received by Subject 2016-17

Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	10	1	26.3%	219	2	14.3%
Education	6	2	15.8%	144	4	9.4%
Roads & Transport	5	3	13.2%	112	7	7.3%
Planning	4	4	10.5%	160	3	10.5%
Housing	3	5	7.9%	388	1	25.4%
Legal & Admin	2	6	5.3%	73	8	4.8%
Environmental Health & Cleansing	1	7=	2.6%	124	5	8.1%
Building Control	1	7=	2.6%	34	9	2.2%
Recreation & Leisure	1	7=	2.6%	29	10	1.9%
Land & Property	1	7=	2.6%	19	11	1.2%
Other	1	7=	2.6%	8	13=	0.5%
Economic Development	1	7=	2.6%	5	16=	0.3%
Finance	0	-	0.0%	120	6	7.9%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
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%
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	2	-	5.3%	48	-	3.1%
<b>Total</b>	<b>38</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

*Complaints as % of Sector* 2.5% 100.0%

### Local Authority Complaints Determined 2017-18

Stage	Outcome Group	201-18	
		Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	7	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	8	381
	<b>Total</b>	<b>15</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	9	314
	Resolved	1	29
	<b>Total</b>	<b>14</b>	<b>731</b>
Investigation	Fully upheld	4	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	1	1
	Resolved	0	3
	<b>Total</b>	<b>7</b>	<b>169</b>
<b>Total Complaints</b>		<b>36</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	8	434
<i>Premature Rate</i>	22.2%	28.1%

<i>Total Investigation Decisions</i>	6	165
<i>Total Upholds</i>	4	96
<i>Uphold Rate</i>	66.7%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	7	169
<i>Total Upholds</i>	4	96
<i>Uphold Rate</i>	57.1%	56.8%

### Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	6	467
	<b>Total</b>	<b>14</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	2	115
	Premature	3	57
	Proportionality	6	132
	Resolved	0	20
	<b>Total</b>	<b>16</b>	<b>560</b>
Investigation	Fully upheld	2	52
	Some upheld	0	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>3</b>	<b>156</b>
<b>Total Complaints</b>		<b>33</b>	<b>1,466</b>

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

<i>Fit for SPSO Total (Investigations)</i>	3	156
<i>Total Cases Upheld / Some Upheld</i>	2	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	66.7%	60.3%