

Local Authority Complaints Received 2017-18

Subject Group	East Dunbartonshire Council			Sector Total	Rank	Complaints as % of total
	East Dunbartonshire Council	Rank	Complaints as % of total			
Housing	11	1	27.50%	316	1	21.44%
Planning	4	2=	10.00%	134	4	9.09%
Legal & Admin	4	2=	10.00%	71	8	4.82%
Social Work	3	4=	7.50%	254	2	17.23%
Finance	3	4=	7.50%	112	6	7.60%
Roads & Transport	3	4=	7.50%	104	7	7.06%
Land & Property	3	4=	7.50%	17	10	1.15%
Personnel	2	8	5.00%	12	12	0.81%
Education	1	9=	2.50%	151	3	10.24%
Recreation & Leisure	1	9=	2.50%	24	9	1.63%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
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%
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	5	-	12.50%	119	-	8.07%
Total	40		100.00%	1,474		100.00%

Complaints as % of Sector 2.7% 100.0%

Complaints Received by Subject 2016-17

Subject Group	East Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	11	1	25.6%	388	1	25.4%
Planning	8	2	18.6%	160	3	10.5%
Roads & Transport	5	3	11.6%	112	7	7.3%
Finance	4	4=	9.3%	120	6	7.9%
Legal & Admin	4	4=	9.3%	73	8	4.8%
Social Work	3	6	7.0%	219	2	14.3%
Land & Property	2	7	4.7%	19	11	1.2%
Education	1	8=	2.3%	144	4	9.4%
Environmental Health & Cleansing	1	8=	2.3%	124	5	8.1%
Recreation & Leisure	1	8=	2.3%	29	10	1.9%
Other	1	8=	2.3%	8	13=	0.5%
Building Control	0	-	0.0%	34	9	2.2%
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%
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	2	-	4.7%	48	-	3.1%
Total	43		100.0%	1528		100.0%

Complaints as % of Sector 2.8% 100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		East Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	5	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	11	381
	Total	17	642
Early Resolution	Not duly made or withdrawn	2	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	2	85
	Premature	1	53
	Proportionality	10	314
	Resolved	1	29
	Total	22	731
Investigation	Fully upheld	1	47
	Some upheld	2	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	5	169
Total Complaints		44	1,542

Total Premature Complaints	12	434
Premature Rate	27.3%	28.1%

Total Investigation Decisions	5	165
Total Upholds	3	96
Uphold Rate	60.0%	58.2%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	5	169
Total Upholds	3	96
Uphold Rate	60.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		East Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	2	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	18	467
	Total	20	750
Early Resolution	Not duly made or withdrawn	4	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	2	111
	Outcome not achievable	2	115
	Premature	2	57
	Proportionality	2	132
	Resolved	1	20
	Total	16	560
Investigation	Fully upheld	2	52
	Some upheld	3	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	8	156
Total Complaints		44	1,466

Total Premature Complaints	20	524
Premature Rate	45.5%	35.7%

Fit for SPSO Total (Investigations)	8	156
Total Cases Upheld / Some Upheld	5	94
Uphold Rate (total upheld / total fit for SPSO)	62.5%	60.3%