

**Complaints Received by Subject 2016-17**

<b>Subject Group</b>	Glasgow City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Environmental Health & Cleansing	35	1	25.4%	124	5	8.1%
Social Work	24	2	17.4%	219	2	14.3%
Roads & Transport	17	3	12.3%	112	7	7.3%
Finance	13	4	9.4%	120	6	7.9%
Housing	11	5	8.0%	388	1	25.4%
Planning	10	6=	7.2%	160	3	10.5%
Education	10	6=	7.2%	144	4	9.4%
Legal & Admin	8	8	5.8%	73	8	4.8%
Recreation & Leisure	4	9	2.9%	29	10	1.9%
Building Control	1	10=	0.7%	34	9	2.2%
Welfare Fund - Community Care Grants	1	10=	0.7%	14	12	0.9%
Other	1	10=	0.7%	8	13=	0.5%
Economic Development	1	10=	0.7%	5	16=	0.3%
Welfare Fund - Crisis Grants	1	10=	0.7%	5	16=	0.3%
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%
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	1	-	0.7%	48	-	3.1%
<b>Total</b>	<b>138</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

9.0%

100.0%

**Local Authority Complaints Determined 2017-18**

Stage	Outcome Group	2017-18	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	24	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	42	381
	<b>Total</b>	<b>66</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	3	85
	Premature	9	53
	Proportionality	25	314
	Resolved	2	29
	<b>Total</b>	<b>49</b>	<b>731</b>
Investigation	Fully upheld	7	47
	Some upheld	6	49
	Not upheld	6	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>19</b>	<b>169</b>
<b>Total Complaints</b>		<b>134</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	51	434
<i>Premature Rate</i>	38.1%	28.1%

<i>Total Investigation Decisions</i>	19	165
<i>Total Upholds</i>	13	96
<i>Uphold Rate</i>	68.4%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	19	169
<i>Total Upholds</i>	13	96
<i>Uphold Rate</i>	68.4%	56.8%

**Local Authority Complaints Determined 2016-17**

Stage	Outcome Group	2016-17	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	25	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	49	467
	<b>Total</b>	<b>74</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	7	82
	Out of jurisdiction (non-discretionary)	6	111
	Outcome not achievable	6	115
	Premature	9	57
	Proportionality	10	132
	Resolved	1	20
	<b>Total</b>	<b>42</b>	<b>560</b>
Investigation	Fully upheld	7	52
	Some upheld	2	42
	Not upheld	2	60
	Not duly made or withdrawn	1	1
	Resolved	0	1
	<b>Total</b>	<b>12</b>	<b>156</b>
<b>Total Complaints</b>		<b>128</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	58	524
<i>Premature Rate</i>	45.3%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	12	156
<i>Total Cases Upheld / Some Upheld</i>	9	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	75.0%	60.3%