

Local Authority Complaints Received 2017-18

Perth and Kinross Council						
Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	10	1	21.74%	316	1	21.44%
Planning	9	2	19.57%	134	4	9.09%
Social Work	6	3	13.04%	254	2	17.23%
Education	5	4	10.87%	151	3	10.24%
Finance	4	5	8.70%	112	6	7.60%
Environmental Health & Cleansing	3	6	6.52%	116	5	7.87%
Legal & Admin	2	7=	4.35%	71	8	4.82%
Recreation & Leisure	2	7=	4.35%	24	9	1.63%
Roads & Transport	1	9=	2.17%	104	7	7.06%
Land & Property	1	9=	2.17%	17	10	1.15%
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%
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	3	-	6.52%	119	-	8.07%
Total	46		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>						
	3.1%			100.0%		

Local Authority Complaints Received 2016-17

Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	27.6%	388	1	25.4%
Planning	13	2	22.4%	160	3	10.5%
Social Work	9	3	15.5%	219	2	14.3%
Environmental Health & Cleansing	6	4	10.3%	124	5	8.1%
Education	4	5=	6.9%	144	4	9.4%
Legal & Admin	4	5=	6.9%	73	8	4.8%
Finance	1	7=	1.7%	120	6	7.9%
Building Control	1	7=	1.7%	34	9	2.2%
Recreation & Leisure	1	7=	1.7%	29	10	1.9%
Land & Property	1	7=	1.7%	19	11	1.2%
Roads & Transport	0	-	0.0%	112	7	7.3%
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%
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	-	3.4%	48	-	3.1%
Total	58		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>						
	3.8%			100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Perth and Kinross 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Advice	Not duly made or withdrawn	7	253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	10	381
	Total	17	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	4	85
	Premature	0	53
	Proportionality	13	314
	Resolved	0	29
	Total	22	731
Investigation	Fully upheld	3	47
	Some upheld	4	49
	Not upheld	5	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
Total	12	169	
Total Complaints		51	1,542

<i>Total Premature Complaints</i>	10	434
<i>Premature Rate</i>	19.6%	28.1%

<i>Total Investigation Decisions</i>	12	165
<i>Total Upholds</i>	7	96
<i>Uphold Rate</i>	58.3%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	12	169
<i>Total Upholds</i>	7	96
<i>Uphold Rate</i>	58.3%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Perth and Kinross Council	Sector Total
Advice	Not duly made or withdrawn	10	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	14	467
	Total	24	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	8	115
	Premature	2	57
	Proportionality	5	132
	Resolved	0	20
	Total	16	560
Investigation	Fully upheld	1	52
	Some upheld	2	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	6	156
Total Complaints		46	1,466

<i>Total Premature Complaints</i>	16	524
<i>Premature Rate</i>	34.8%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	6	156
<i>Total Cases Upheld / Some Upheld</i>	3	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	50.0%	60.3%