

Local Authority Complaints Received 2017-18

Subject Group	2017-18			Sector Total	Rank	Complaints as % of total
	Scottish Borders Council	Rank	Complaints as % of total			
Finance	6	1	22.22%	112	6	7.60%
Social Work	4	2=	14.81%	254	2	17.23%
Education	4	2=	14.81%	151	3	10.24%
Legal & Admin	3	4	11.11%	71	8	4.82%
Planning	2	5=	7.41%	134	4	9.09%
Roads & Transport	2	5=	7.41%	104	7	7.06%
Housing	1	7=	3.70%	316	1	21.44%
Environmental Health & Cleansing	1	7=	3.70%	116	5	7.87%
Recreation & Leisure	1	7=	3.70%	24	9	1.63%
Land & Property	1	7=	3.70%	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	2	-	7.41%	119	-	8.07%
<b>Total</b>	<b>27</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 1.8% 100.0%

Complaints Received by Subject 2016-17

Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	2	20.0%	219	2	14.3%
Planning	3	3=	15.0%	160	3	10.5%
Environmental Health & Cleansing	3	3=	15.0%	124	5	8.1%
Housing	2	5	10.0%	388	1	25.4%
Education	1	6=	5.0%	144	4	9.4%
Roads & Transport	1	6=	5.0%	112	7	7.3%
Legal & Admin	0	-	0.0%	73	8	4.8%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
Land & Property	0	-	0.0%	19	11	1.2%
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	1	-	5.0%	48	-	3.1%
<b>Total</b>	<b>20</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector 1.3% 100.0%

**Local Authority Complaints Determined 2017-18**

		Scottish Borders Council	
Stage	Outcome Group	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	4	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	7	381
	<b>Total</b>	<b>12</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	4	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	2	85
	Premature	1	53
	Proportionality	4	314
	Resolved	1	29
<b>Total</b>	<b>14</b>	<b>731</b>	
Investigation	Fully upheld	1	47
	Some upheld	2	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
<b>Total</b>	<b>4</b>	<b>169</b>	
<b>Total Complaints</b>		<b>30</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	8	434
<i>Premature Rate</i>	26.7%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	100.0%	58.2%

*Old Uphold Rate Calculation*

<i>Total Cases 'Fit for SPSO'</i>	4	169
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	75.0%	56.8%

**Local Authority Complaints Determined 2016-17**

		2016-17	
Stage	Outcome Group	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	3	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	3	467
	<b>Total</b>	<b>6</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	1	115
	Premature	0	57
	Proportionality	5	132
	Resolved	0	20
<b>Total</b>	<b>11</b>	<b>560</b>	
Investigation	Fully upheld	1	52
	Some upheld	1	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
<b>Total</b>	<b>2</b>	<b>156</b>	
<b>Total Complaints</b>		<b>19</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	3	524
<i>Premature Rate</i>	15.8%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	2	156
<i>Total Cases Upheld / Some Upheld</i>	2	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	100.0%	60.3%