

Local Authority Complaints Received 2017-18

South Ayrshire Council						
Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	31.03%	316	1	21.44%
Social Work	3	2=	10.34%	254	2	17.23%
Education	3	2=	10.34%	151	3	10.24%
Planning	3	2=	10.34%	134	4	9.09%
Finance	3	2=	10.34%	112	6	7.60%
Roads & Transport	2	6	6.90%	104	7	7.06%
Environmental Health & Cleansing	1	7=	3.45%	116	5	7.87%
Welfare Fund - Community Care Grants	1	7=	3.45%	7	13	0.47%
Legal & Admin	0	-	0.00%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
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	4	-	13.79%	119	-	8.07%
Total	29		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>						
	2.0%			100.0%		

Complaints Received by Subject 2016-17

Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	30.0%	388	1	25.4%
Environmental Health & Cleansing	5	2	16.7%	124	5	8.1%
Social Work	4	3	13.3%	219	2	14.3%
Education	3	4=	10.0%	144	4	9.4%
Finance	3	4=	10.0%	120	6	7.9%
Planning	1	6=	3.3%	160	3	10.5%
Roads & Transport	1	6=	3.3%	112	7	7.3%
Building Control	1	6=	3.3%	34	9	2.2%
Land & Property	1	6=	3.3%	19	11	1.2%
Legal & Admin	0	-	0.0%	73	8	4.8%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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	-	6.7%	48	-	3.1%
Total	30		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>						
	2.0%			100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	South Ayrshire	
		South Ayrshire 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Advice	Not duly made or withdrawn	7	253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	7	381
	Total	14	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	2	85
	Premature	2	53
	Proportionality	5	314
	Resolved	0	29
	Total	15	731
Investigation	Fully upheld	1	47
	Some upheld	1	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	3	169
Total Complaints		32	1,542

<i>Total Premature Complaints</i>	9	434
<i>Premature Rate</i>	28.1%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	2	96
<i>Uphold Rate</i>	66.7%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	3	169
<i>Total Upholds</i>	2	96
<i>Uphold Rate</i>	66.7%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		South Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	9	467
	Total	17	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	2	115
	Premature	1	57
	Proportionality	5	132
	Resolved	0	20
	Total	11	560
Investigation	Fully upheld	0	52
	Some upheld	0	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	1	156
Total Complaints		29	1,466

<i>Total Premature Complaints</i>	10	524
<i>Premature Rate</i>	34.5%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	1	156
<i>Total Cases Upheld / Some Upheld</i>	0	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	0.0%	60.3%