

Local Authority Complaints Received 2018-19

| East Dunbartonshire Council | | | | | | |
|--|-----------------------------|------|--------------------------|--------------|------|--------------------------|
| Subject Group | East Dunbartonshire Council | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Housing | 10 | 1 | 22.73% | 251 | 1 | 19.29% |
| Education | 9 | 2 | 20.45% | 143 | 3 | 10.99% |
| Roads & Transport | 7 | 3 | 15.91% | 111 | 5 | 8.53% |
| Legal & Admin | 4 | 4 | 9.09% | 67 | 8 | 5.15% |
| Recreation & Leisure | 3 | 5 | 6.82% | 26 | 9 | 2.00% |
| Social Work | 2 | 6= | 4.55% | 206 | 2 | 15.83% |
| Planning | 2 | 6= | 4.55% | 130 | 4 | 9.99% |
| Environmental Health & Cleansing | 2 | 6= | 4.55% | 101 | 6 | 7.76% |
| Finance | 2 | 6= | 4.55% | 98 | 7 | 7.53% |
| Land & Property | 0 | - | 0.00% | 16 | 10 | 1.23% |
| Building Control | 0 | - | 0.00% | 15 | 11 | 1.15% |
| Personnel | 0 | - | 0.00% | 7 | 12 | 0.54% |
| Other | 0 | - | 0.00% | 6 | 13 | 0.46% |
| Economic Development | 0 | - | 0.00% | 5 | 14 | 0.38% |
| Valuation Joint Boards | 0 | - | 0.00% | 3 | 15= | 0.23% |
| Welfare Fund - Community Care Grants | 0 | - | 0.00% | 3 | 15= | 0.23% |
| National Park Authorities | 0 | - | 0.00% | 2 | 17 | 0.15% |
| Welfare Fund - Crisis Grants | 0 | - | 0.00% | 1 | 18 | 0.08% |
| Subject unknown or Out of Jurisdiction | 3 | - | 6.82% | 110 | - | 8.46% |
| Total | 44 | | 100.00% | 1,301 | | 100.00% |

Complaints as % of Sector

3.4%

100.0%

Local Authority Complaints Received 2017-18

| East Dunbartonshire Council | | | | | | |
|--|-----------------------------|------|--------------------------|--------------|------|--------------------------|
| Subject Group | East Dunbartonshire Council | Rank | Complaints as % of total | Sector Total | 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%

Local Authority Complaints Determined 2018-19

| Stage | Outcome Group | 2018-19 | |
|-------------------------|---|-----------------------------|--------------|
| | | East Dunbartonshire Council | Sector Total |
| Advice | Not duly made or withdrawn | 2 | 255 |
| | Out of jurisdiction (non-discretionary) | 0 | 2 |
| | Premature | 5 | 244 |
| | Total | 7 | 501 |
| Early Resolution | Not duly made or withdrawn | 2 | 45 |
| | Out of jurisdiction (discretionary) | 4 | 70 |
| | Out of jurisdiction (non-discretionary) | 1 | 47 |
| | Outcome not achievable | 3 | 71 |
| | Premature | 1 | 55 |
| | Proportionality | 13 | 358 |
| | Resolved | 1 | 26 |
| Total | 25 | 672 | |
| Investigation | Fully upheld | 2 | 34 |
| | Some upheld | 1 | 23 |
| | Not upheld | 1 | 40 |
| | Resolved | 0 | 1 |
| | Total | 4 | 98 |
| Total Complaints | | 36 | 1,271 |

| | | |
|-----------------------------------|-------|-------|
| <i>Total Premature Complaints</i> | 6 | 299 |
| <i>Premature Rate</i> | 16.7% | 23.5% |

| | | |
|--------------------------------------|-------|-------|
| <i>Total Investigation Decisions</i> | 4 | 97 |
| <i>Total Upholds</i> | 3 | 57 |
| <i>Uphold Rate</i> | 75.0% | 58.8% |

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 |

| | | |
|-----------------------------------|-------|-------|
| <i>Total Premature Complaints</i> | 12 | 434 |
| <i>Premature Rate</i> | 27.3% | 28.1% |

| | | |
|--------------------------------------|-------|-------|
| <i>Total Investigation Decisions</i> | 5 | 165 |
| <i>Total Upholds</i> | 3 | 96 |
| <i>Uphold Rate</i> | 60.0% | 58.2% |

| | | |
|------------------------------------|-------|-------|
| <i>Old Uphold Rate Calculation</i> | | |
| <i>Total Cases 'Fit for SPSO'</i> | 5 | 169 |
| <i>Total Upholds</i> | 3 | 96 |
| <i>Uphold Rate</i> | 60.0% | 56.8% |