

Local Authority Complaints Received 2018-19

Subject Group	Falkirk Council			Sector Total	Rank	Complaints as % of total
	Falkirk Council	Rank	Complaints as % of total			
Housing	16	1	36.36%	251	1	19.29%
Education	7	2	15.91%	143	3	10.99%
Social Work	4	3=	9.09%	206	2	15.83%
Finance	4	3=	9.09%	98	7	7.53%
Planning	3	5=	6.82%	130	4	9.99%
Roads & Transport	3	5=	6.82%	111	5	8.53%
Environmental Health & Cleansing	2	7	4.55%	101	6	7.76%
Legal & Admin	1	8=	2.27%	67	8	5.15%
Building Control	1	8=	2.27%	15	11	1.15%
Other	1	8=	2.27%	6	13	0.46%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
Personnel	0	-	0.00%	7	12	0.54%
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	2	-	4.55%	110	-	8.46%
<b>Total</b>	<b>44</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector 3.4% 100.0%

Local Authority Complaints Received 2017-18

Subject Group	Falkirk Council			Sector Total	Rank	Complaints as % of total
	Falkirk Council	Rank	Complaints as % of total			
Housing	20	1	31.75%	316	1	21.44%
Education	10	2	15.87%	151	3	10.24%
Social Work	9	3	14.29%	254	2	17.23%
Finance	6	4	9.52%	112	6	7.60%
Environmental Health & Cleansing	4	5	6.35%	116	5	7.87%
Planning	3	6	4.76%	134	4	9.09%
Roads & Transport	2	7=	3.17%	104	7	7.06%
Legal & Admin	2	7=	3.17%	71	8	4.82%
Land & Property	1	9=	1.59%	17	10	1.15%
Building Control	1	9=	1.59%	16	11	1.09%
Personnel	1	9=	1.59%	12	12	0.81%
Other	1	9=	1.59%	6	14	0.41%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
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	-	4.76%	119	-	8.07%
<b>Total</b>	<b>63</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 4.3% 100.0%

### Local Authority Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	10	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	7	244
	<b>Total</b>	<b>17</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	4	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	3	47
	Outcome not achievable	3	71
	Premature	0	55
	Proportionality	13	358
	Resolved	0	26
	<b>Total</b>	<b>24</b>	<b>672</b>
Investigation	Fully upheld	2	34
	Some upheld	1	23
	Not upheld	1	40
	Resolved	0	1
	<b>Total</b>	<b>4</b>	<b>98</b>
<b>Total Complaints</b>		<b>45</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	7	299
<i>Premature Rate</i>	15.6%	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

		2017-18	
Stage	Outcome Group	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	12	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	7	381
	<b>Total</b>	<b>19</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	6	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	2	85
	Premature	4	53
	Proportionality	18	314
	Resolved	2	29
	<b>Total</b>	<b>40</b>	<b>731</b>
Investigation	Fully upheld	1	47
	Some upheld	3	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>8</b>	<b>169</b>
<b>Total Complaints</b>		<b>67</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	11	434
<i>Premature Rate</i>	16.4%	28.1%

<i>Total Investigation Decisions</i>	8	165
<i>Total Upholds</i>	4	96
<i>Uphold Rate</i>	50.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	8	169
<i>Total Upholds</i>	4	96
<i>Uphold Rate</i>	50.0%	56.8%