

Local Authority Complaints Received 2018-19

Subject Group	The Moray Council			Sector Total	Rank	Complaints as % of total
	The Moray Council	Rank	Complaints as % of total			
Social Work	12	1	44.44%	206	2	15.83%
Housing	4	2=	14.81%	251	1	19.29%
Legal & Admin	4	2=	14.81%	67	8	5.15%
Planning	1	4=	3.70%	130	4	9.99%
Roads & Transport	1	4=	3.70%	111	5	8.53%
Recreation & Leisure	1	4=	3.70%	26	9	2.00%
Building Control	1	4=	3.70%	15	11	1.15%
Personnel	1	4=	3.70%	7	12	0.54%
Education	0	-	0.00%	143	3	10.99%
Environmental Health & Cleansing	0	-	0.00%	101	6	7.76%
Finance	0	-	0.00%	98	7	7.53%
Land & Property	0	-	0.00%	16	10	1.23%
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	2	-	7.41%	110	-	8.46%
Total	27		100.00%	1,301		100.00%

Complaints as % of Sector

2.1%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	The Moray Council			Sector Total	Rank	Complaints as % of total
	The Moray Council	Rank	Complaints as % of total			
Social Work	6	1=	20.69%	254	2	17.23%
Education	6	1=	20.69%	151	3	10.24%
Planning	6	1=	20.69%	134	4	9.09%
Housing	3	4	10.34%	316	1	21.44%
Finance	2	5=	6.90%	112	6	7.60%
Legal & Admin	2	5=	6.90%	71	8	4.82%
Environmental Health & Cleansing	1	7=	3.45%	116	5	7.87%
Roads & Transport	1	7=	3.45%	104	7	7.06%
Land & Property	1	7=	3.45%	17	10	1.15%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
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	1	-	3.45%	119	-	8.07%
Total	29		100.00%	1,474		100.00%

Complaints as % of Sector

2.0%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		The Moray Council	Sector Total
Advice	Not duly made or withdrawn	6	255
	Out of jurisdiction (non-discretionary)	1	2
	Premature	6	244
	Total	13	501
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	0	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	2	71
	Premature	0	55
	Proportionality	6	358
	Resolved	0	26
	Total	9	672
Investigation	Fully upheld	0	34
	Some upheld	1	23
	Not upheld	0	40
	Resolved	0	1
Total	1	98	
Total Complaints		23	1,271

<i>Total Premature Complaints</i>	6	299
<i>Premature Rate</i>	26.1%	23.5%

<i>Total Investigation Decisions</i>	1	97
<i>Total Upholds</i>	1	57
<i>Uphold Rate</i>	100.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		The Moray Council	Sector Total
Advice	Not duly made or withdrawn	2	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	6	381
	Total	8	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	5	113
	Outcome not achievable	3	85
	Premature	5	53
	Proportionality	3	314
	Resolved	1	29
Total	21	731	
Investigation	Fully upheld	1	47
	Some upheld	2	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
Total	4	169	
Total Complaints		33	1,542

<i>Total Premature Complaints</i>	11	434
<i>Premature Rate</i>	33.3%	28.1%

<i>Total Investigation Decisions</i>	4	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	75.0%	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%