

Local Authority Complaints Received 2018-19

South Lanarkshire Council						
Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	12	1	21.43%	251	1	19.29%
Finance	10	2	17.86%	98	7	7.53%
Social Work	8	3	14.29%	206	2	15.83%
Education	5	4	8.93%	143	3	10.99%
Planning	3	5=	5.36%	130	4	9.99%
Environmental Health & Cleansing	3	5=	5.36%	101	6	7.76%
Roads & Transport	2	7=	3.57%	111	5	8.53%
Building Control	2	7=	3.57%	15	11	1.15%
Legal & Admin	1	9=	1.79%	67	8	5.15%
Recreation & Leisure	1	9=	1.79%	26	9	2.00%
Other	1	9=	1.79%	6	13	0.46%
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	8	-	14.29%	110	-	8.46%
Total	56		100.00%	1,301		100.00%

Complaints as % of Sector 4.3% 100.0%

Local Authority Complaints Received 2017-18

South Lanarkshire Council						
Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	21	1	27.63%	316	1	21.44%
Social Work	11	2=	14.47%	254	2	17.23%
Finance	11	2=	14.47%	112	6	7.60%
Education	8	4=	10.53%	151	3	10.24%
Planning	8	4=	10.53%	134	4	9.09%
Environmental Health & Cleansing	3	6=	3.95%	116	5	7.87%
Roads & Transport	3	6=	3.95%	104	7	7.06%
Legal & Admin	3	6=	3.95%	71	8	4.82%
Welfare Fund - Community Care Grants	2	9	2.63%	7	13	0.47%
Recreation & Leisure	1	10=	1.32%	24	9	1.63%
Consumer Protection	1	10=	1.32%	4	15=	0.27%
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%
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	-	5.26%	119	-	8.07%
Total	76		100.00%	1,474		100.00%

Complaints as % of Sector 5.2% 100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	15	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	18	244
	Total	33	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	4	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	2	71
	Premature	6	55
	Proportionality	6	358
	Resolved	1	26
	Total	20	672
Investigation	Fully upheld	1	34
	Some upheld	2	23
	Not upheld	1	40
	Resolved	0	1
	Total	4	98
Total Complaints		57	1,271

<i>Total Premature Complaints</i>	24	299
<i>Premature Rate</i>	42.1%	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	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	14	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	20	381
	Total	35	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	4	85
	Premature	1	53
	Proportionality	13	314
	Resolved	0	29
	Total	33	731
Investigation	Fully upheld	2	47
	Some upheld	1	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	7	169
Total Complaints		75	1,542

<i>Total Premature Complaints</i>	21	434
<i>Premature Rate</i>	28.0%	28.1%
<i>Total Investigation Decisions</i>	7	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	42.9%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	7	169
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	42.9%	56.8%