

Local Authority Complaints Received 2018-19

Subject Group	Stirling Council			Sector Total	Rank	Complaints as % of total
	Stirling Council	Rank	Complaints as % of total			
Social Work	6	1=	20.69%	206	2	15.83%
Education	6	1=	20.69%	143	3	10.99%
Planning	4	3	13.79%	130	4	9.99%
Housing	3	4	10.34%	251	1	19.29%
Roads & Transport	2	5=	6.90%	111	5	8.53%
Environmental Health & Cleansing	2	5=	6.90%	101	6	7.76%
Legal & Admin	2	5=	6.90%	67	8	5.15%
Economic Development	1	8	3.45%	5	14	0.38%
Finance	0	-	0.00%	98	7	7.53%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
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%
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	-	10.34%	110	-	8.46%
<b>Total</b>	<b>29</b>	<b>-</b>	<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector 2.2% 100.0%

Local Authority Complaints Received 2017-18

Subject Group	Stirling Council			Sector Total	Rank	Complaints as % of total
	Stirling Council	Rank	Complaints as % of total			
Housing	6	1	26.09%	316	1	21.44%
Social Work	4	2	17.39%	254	2	17.23%
Legal & Admin	3	3	13.04%	71	8	4.82%
Education	2	4=	8.70%	151	3	10.24%
Planning	2	4=	8.70%	134	4	9.09%
Environmental Health & Cleansing	1	6=	4.35%	116	5	7.87%
Roads & Transport	1	6=	4.35%	104	7	7.06%
Recreation & Leisure	1	6=	4.35%	24	9	1.63%
Land & Property	1	6=	4.35%	17	10	1.15%
Finance	0	-	0.00%	112	6	7.60%
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	2	-	8.70%	119	-	8.07%
<b>Total</b>	<b>23</b>	<b>-</b>	<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 1.6% 100.0%

### Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Stirling Council	Sector Total
Advice	Not duly made or withdrawn	4	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	3	244
	<b>Total</b>	<b>7</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	0	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	1	71
	Premature	0	55
	Proportionality	13	358
	Resolved	1	26
	<b>Total</b>	<b>16</b>	<b>672</b>
Investigation	Fully upheld	1	34
	Some upheld	0	23
	Not upheld	1	40
	Resolved	0	1
	<b>Total</b>	<b>2</b>	<b>98</b>
<b>Total Complaints</b>		<b>25</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	3	299
<i>Premature Rate</i>	12.0%	23.5%

<i>Total Investigation Decisions</i>	2	97
<i>Total Upholds</i>	1	57
<i>Uphold Rate</i>	50.0%	58.8%

### Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Stirling Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	5	381
	<b>Total</b>	<b>6</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	3	113
	Outcome not achievable	2	85
	Premature	1	53
	Proportionality	3	314
	Resolved	0	29
	<b>Total</b>	<b>11</b>	<b>731</b>
Investigation	Fully upheld	3	47
	Some upheld	2	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>5</b>	<b>169</b>
<b>Total Complaints</b>		<b>22</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	6	434
<i>Premature Rate</i>	27.3%	28.1%

<i>Total Investigation Decisions</i>	5	165
<i>Total Upholds</i>	5	96
<i>Uphold Rate</i>	100.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	5	169
<i>Total Upholds</i>	5	96
<i>Uphold Rate</i>	100.0%	56.8%