TABLE 1 **Complaints Received by Subject 2014-15**

| | Aberdeen City | | Complaints | Sector | | Complaints |
|--|------------------|------|---------------|--------|------|------------|
| Subject Group | Council | Rank | as % of total | Total | Rank | |
| Housing | 35 | 1 | 37.6% | 468 | 1 | 24.9% |
| Finance | 14 | 2 | 15.1% | 174 | 4= | 9.3% |
| Social Work | 8 | 3 | 8.6% | 253 | 2 | 13.5% |
| Planning | 7 | 4= | 7.5% | 217 | 3 | 11.5% |
| Roads & Transport | 7 | 4= | 7.5% | 119 | 7 | 6.3% |
| Environmental Health & Cleansing | 6 | 6 | 6.5% | 148 | 6 | 7.9% |
| Legal & Admin | 5 | 7 | 5.4% | 76 | 8 | 4.0% |
| Education | 4 | 8 | 4.3% | 174 | 4= | 9.3% |
| Building Control | 1 | 9= | 1.1% | 61 | 9 | 3.2% |
| Recreation & Leisure | 1 | 9= | 1.1% | 24 | 11 | 1.3% |
| Land & Property | 0 | - | 0.0% | 29 | 10 | 1.5% |
| Other | 0 | - | 0.0% | 21 | 12 | 1.1% |
| Welfare Fund - Community Care Grants | 0 | - | 0.0% | 14 | 13 | 0.7% |
| Welfare Fund - Crisis Grants | 0 | - | 0.0% | 12 | 14 | 0.6% |
| Personnel | 0 | - | 0.0% | 10 | 15 | 0.5% |
| Consumer Protection | 0 | - | 0.0% | 8 | 16= | 0.4% |
| Economic Development | 0 | - | 0.0% | 8 | 16= | 0.4% |
| Valuation Joint Boards | 0 | • | 0.0% | 6 | 18 | 0.3% |
| Fire & Police Boards | 0 | - | 0.0% | 4 | 19 | 0.2% |
| National Park Authorities | 0 | - | 0.0% | 3 | 20 | 0.2% |
| Subject Unknown or Out Of Jurisdiction | 5 | - | 5.4% | 51 | - | 2.7% |
| Total | 93 | - | 100.0% | 1,880 | - | 100.0% |
| Complaints as % of Sector | 4.9% | | | 100.0% | | |

Complaints Received by Subject 2013-14

| | Aberdeen | | | | | |
|--|----------|------|---------------|--------|------|---------------|
| | City | | Complaints | Sector | | Complaints |
| Subject Group | Council | Rank | as % of total | Total | Rank | as % of total |
| Housing | 22 | 1 | 32.4% | 446 | 1 | 25.5% |
| Roads & Transport | 9 | 2 | 13.2% | 119 | 6 | 6.8% |
| Social Work | 8 | 3= | 11.8% | 229 | 2 | 13.1% |
| Finance | 8 | 3= | 11.8% | 173 | 4 | 9.9% |
| Planning | 7 | 5= | 10.3% | 223 | 3 | 12.7% |
| Education | 7 | 5= | 10.3% | 171 | 5 | 9.8% |
| Legal & Admin | 3 | 7 | 4.4% | 75 | 8 | 4.3% |
| Environmental Health & Cleansing | 1 | 8= | 1.5% | 98 | 7 | 5.6% |
| Other | 1 | 8= | 1.5% | 9 | 14 | 0.5% |
| Economic Development | 1 | 8= | 1.5% | 3 | 18= | 0.2% |
| Building Control | 0 | - | 0.0% | 62 | 9 | 3.5% |
| Recreation & Leisure | 0 | - | 0.0% | 30 | 10 | 1.7% |
| Land & Property | 0 | - | 0.0% | 28 | 11 | 1.6% |
| Valuation Joint Boards | 0 | - | 0.0% | 10 | 12= | 0.6% |
| Welfare Fund - Community Care Grants | 0 | - | 0.0% | 10 | 12= | 0.6% |
| Consumer Protection | 0 | - | 0.0% | 8 | 15 | 0.5% |
| Personnel | 0 | - | 0.0% | 7 | 16 | 0.4% |
| Welfare Fund - Crisis Grants | 0 | - | 0.0% | 6 | 17 | 0.3% |
| Fire & Police Boards | 0 | - | 0.0% | 3 | 18= | 0.2% |
| National Park Authorities | 0 | • | 0.0% | 2 | 20 | 0.1% |
| Subject Unknown or Out Of Jurisdiction | 1 | - | 1.5% | 38 | - | 2.2% |
| Total | 68 | - | 100.0% | 1,750 | - | 100.0% |

Complaints as % of Sector 3.9% 100.0%

TABLE 2
Complaints Determined by Outcome

| Advice Not duly made or withdrawn 22 380 2 56 2 42 25 2 42 25 2 24 25 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 25 2 24 2 20 20 20 20 20 | - | • | 2014-15 | | | 2013-14 | | | |
|--|---|---|--------------|--------|--|--------------|--------|--|--|
| Advice Not duly made or withdrawn 22 380 2 56 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 25 2 42 2 2 25 2 42 2 2 2 2 2 2 2 | | | Aberdeen | Sector | | Aberdeen | Sector | | |
| Out of jurisdiction (discretionary) 3 29 2 56 Out of jurisdiction (non-discretionary) 2 25 2 42 9 129 | Stage | Outcome Group | City Council | Total | | City Council | Total | | |
| Out of jurisdiction (non-discretionary) | Advice | Not duly made or withdrawn | 22 | 380 | | 15 | 328 | | |
| Outcome not achievable | | Out of jurisdiction (discretionary) | 3 | 29 | | 2 | 56 | | |
| Premature | | Out of jurisdiction (non-discretionary) | 2 | 25 | | 2 | 42 | | |
| Resolved Total 53 1,193 53 1,220 53 1,220 53 1,220 53 1,220 53 1,220 53 1,220 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 1,220 53 53 53 53 53 53 53 5 | | Outcome not achievable | 1 | 42 | | 9 | 129 | | |
| Total | | Premature | 25 | 713 | | 25 | 659 | | |
| Not duly made or withdrawn | | Resolved | 0 | 4 | | 0 | 6 | | |
| Out of jurisdiction (discretionary) 8 56 Out of jurisdiction (non-discretionary) 12 140 Outcome not achievable 2 107 Outcome not achievable 2 1 108 Outcome not achievable 2 107 | | Total | 53 | 1,193 | | 53 | 1,220 | | |
| Out of jurisdiction (non-discretionary) | Early | Not duly made or withdrawn | 1 | 36 | | 0 | 36 | | |
| Outcome not achievable | Resolution 1 | Out of jurisdiction (discretionary) | 8 | 56 | | 0 | 57 | | |
| Premature | | Out of jurisdiction (non-discretionary) | 12 | 140 | | 4 | 110 | | |
| Resolved 3 35 1 18 18 16 294 1 | | Outcome not achievable | 2 | 107 | | 0 | 40 | | |
| Total 27 416 6 294 | | Premature | 1 | 42 | | 1 | 33 | | |
| Fully upheld 3 33 1 31 31 31 31 31 | | Resolved | 3 | 35 | | 1 | 18 | | |
| Some upheld 2 18 1 25 18 Not upheld 0 56 0 50 Not duly made or withdrawn 0 0 0 1 Resolved 0 3 1 4 4 10 10 10 10 10 | | Total | 27 | 416 | | 6 | 294 | | |
| Not upheld 0 56 0 50 Not duly made or withdrawn 0 0 0 1 Resolved 0 3 1 4 4 4 4 5 1 1 28 1 20 20 39 Not upheld 1 26 2 39 Not upheld 4 63 2 60 Not duly made or withdrawn 0 1 0 2 Resolved 0 1 0 1 1 20 1 1 1 1 1 1 1 1 1 | Early | Fully upheld | 3 | 33 | | 1 | 31 | | |
| Not duly made or withdrawn 0 0 1 Resolved 0 3 1 4 4 4 5 110 1 28 5 110 1 28 5 1 20 2 39 1 20 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 39 2 60 2 2 39 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 60 2 2 39 2 2 2 60 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 2 39 2 2 39 2 2 39 2 39 2 39 2 30 2 30 30 30 30 30 | Resolution 2 | Some upheld | 2 | 18 | | 1 | 25 | | |
| Resolved 0 3 1 4 | | Not upheld | 0 | 56 | | 0 | 50 | | |
| Total Tota | | Not duly made or withdrawn | 0 | 0 | | 0 | 1 | | |
| Fully upheld | | Resolved | 0 | 3 | | 1 | 4 | | |
| Some upheld | | Total | 5 | 110 | | 3 | 111 | | |
| Not upheld | Investigation 1 | Fully upheld | 1 | 28 | | 1 | 20 | | |
| Not duly made or withdrawn 0 | | Some upheld | 1 | 26 | | | 39 | | |
| Resolved 0 | | Not upheld | 4 | 63 | | 2 | 60 | | |
| Total 6 119 5 122 Investigation 2 Fully upheld 0 3 0 0 Some upheld 0 1 0 0 Not upheld 0 0 0 Total 0 4 0 0 Total Complaints 26 755 26 692 Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 5 115 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some Upheld 7 109 1 Total Cases Upheld / Some | | Not duly made or withdrawn | 0 | 1 | | 0 | 2 | | |
| Investigation 2 | | Resolved | 0 | 1 | | | | | |
| Some upheld 0 1 0 0 0 0 0 0 0 0 | | Total | 6 | 119 | | 5 | 122 | | |
| Not upheld 0 0 0 Total 0 4 0 0 Total Complaints 91 1,842 67 1,747 Total Premature Complaints 26 755 26 692 Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | Investigation 2 | Fully upheld | _ | | | | 0 | | |
| Total 0 4 0 0 Total Complaints 91 1,842 67 1,747 Total Premature Complaints 26 755 26 692 Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | | | _ | 1 | | | 0 | | |
| Total Complaints 91 1,842 67 1,747 Total Premature Complaints 26 755 26 692 Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | | | | - | | | _ | | |
| Total Premature Complaints 26 755 26 692 Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | | | 0 | 4 | | | | | |
| Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | Total Complain | nts | 91 | 1,842 | | 67 | 1,747 | | |
| Premature Rate 28.6% 41.0% 38.8% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 11 233 8 233 Total Cases Upheld / Some Upheld 7 109 5 115 | Total Premature Co | omplaints | 26 | 755 | | 26 | 692 | | |
| Total Cases Upheld / Some Upheld 7 109 5 115 | Premature Rate | | 28.6% | 41.0% | | 38.8% | 39.6% | | |
| Total Cases Upheld / Some Upheld 7 109 5 115 | | | | | | | | | |
| | Fit for SPSO Total (ER2, Inv1 & Inv2) | | 11 | 233 | | 8 | 233 | | |
| Uphold Rate (total upheld / total fit for SPSO) 63.6% 46.8% 62.5% 49.4% | Total Cases Upheld / Some Upheld | | 7 | 109 | | 5 | 115 | | |
| | Uphold Rate (total upheld / total fit for SPSO) | | 63.6% | 46.8% | | 62.5% | 49.4% | | |