

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Aberdeen City Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
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%
<i>Complaints as % of Sector</i>			4.9%			100.0%

Complaints Received by Subject 2013-14

Subject Group	Aberdeen City Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
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%
<i>Complaints as % of Sector</i>			3.9%			100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Aberdeen City Council	Sector Total	Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	22	380	15	328
	Out of jurisdiction (discretionary)	3	29	2	56
	Out of jurisdiction (non-discretionary)	2	25	2	42
	Outcome not achievable	1	42	9	129
	Premature	25	713	25	659
	Resolved	0	4	0	6
	Total	53	1,193	53	1,220
Early Resolution 1	Not duly made or withdrawn	1	36	0	36
	Out of jurisdiction (discretionary)	8	56	0	57
	Out of jurisdiction (non-discretionary)	12	140	4	110
	Outcome not achievable	2	107	0	40
	Premature	1	42	1	33
	Resolved	3	35	1	18
Total	27	416	6	294	
Early Resolution 2	Fully upheld	3	33	1	31
	Some upheld	2	18	1	25
	Not upheld	0	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	1	4
Total	5	110	3	111	
Investigation 1	Fully upheld	1	28	1	20
	Some 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
Total	6	119	5	122	
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	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
Uphold Rate (total upheld / total fit for SPSO)		63.6%	46.8%	62.5%	49.4%