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

	Aberdeenshire		Complaints	Sector		Complaints
Subject Group	Council	Rank	as % of total	Total	Rank	as % of total
Planning	22	1	36.7%	217	3	11.5%
Social Work	9	2	15.0%	253	2	13.5%
Housing	8	3	13.3%	468	1	24.9%
Environmental Health & Cleansing	7	4	11.7%	148	6	7.9%
Education	4	5	6.7%	174	4=	9.3%
Finance	3	6=	5.0%	174	4=	9.3%
Roads & Transport	3	6=	5.0%	119	7	6.3%
Legal & Admin	1	8=	1.7%	76	8	4.0%
Other	1	8=	1.7%	21	12	1.1%
Consumer Protection	1	8=	1.7%	8	16=	0.4%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
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%
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	1	-	1.7%	51	-	2.7%
Total	60	-	100.0%	1,880	-	100.0%

Complaints Received by Subject 2013-14

	Aberdeenshire		Complaints	Sector		Complaints
Subject Group	Council	Rank	as % of total	Total	Rank	as % of total
Planning	23	1	29.1%	223	3	12.7%
Housing	20	2	25.3%	446	1	25.5%
Social Work	8	3	10.1%	229	2	13.1%
Environmental Health & Cleansing	7	4	8.9%	98	7	5.6%
Education	6	5	7.6%	171	5	9.8%
Finance	4	6	5.1%	173	4	9.9%
Roads & Transport	2	7=	2.5%	119	6	6.8%
Building Control	2	7=	2.5%	62	9	3.5%
Recreation & Leisure	2	7=	2.5%	30	10	1.7%
Land & Property	2	7=	2.5%	28	11	1.6%
Legal & Admin	1	11=	1.3%	75	8	4.3%
Consumer Protection	1	11=	1.3%	8	15	0.5%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
Personnel	0	-	0.0%	7	16	0.4%
Welfare Fund - Crisis Grants	0	-	0.0%	6	17	0.3%
Economic Development	0	-	0.0%	3	18=	0.2%
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	-	1.3%	38	-	2.2%
Total	79	-	100.0%	1,750	-	100.0%

Complaints as % of Sector 4.5% 100.0%

TABLE 2
Complaints Determined by Outcome

Advice Not duly made or withdrawn 7 380 0 19 328 25 56 0 20 0 20 20 20 56 30 42 20 20 30 328 328 328 320 328 3			2014-15		2013-14			
Advice Not duly made or withdrawn 7 380 0 19 328 25 56 0 20 0 20 20 20 56 30 42 20 20 30 328 328 328 320 328 3			Aberdeenshire	Sector	Aberdeenshire	Sector		
Advice Not duly made or withdrawn 7 380 0 19 328 25 56 0 20 0 20 20 20 56 30 42 20 20 30 328 328 328 320 328 3	Stage	Outcome Group	Council	Total	Council	Total		
Out of jurisdiction (discretionary) 0 29 2 56	Advice	Not duly made or withdrawn	7	380	19	328		
Out of jurisdiction (non-discretionary)			0	29	2	56		
Outcome not achievable			1	25	3	42		
Resolved Total 28			1	42	5	129		
Total 28		Premature	19	713	24	659		
Not duly made or withdrawn		Resolved	0	4	0	6		
Out of jurisdiction (discretionary) 1 56 Out of jurisdiction (non-discretionary) 7 140 Outcome not achievable 6 107 1 40 A 110 A A A A A A A A A		Total	28	1,193	53	1,220		
Out of jurisdiction (non-discretionary)	Early	Not duly made or withdrawn	1	36		36		
Outcome not achievable	Resolution 1	Out of jurisdiction (discretionary)	1	56	2	57		
Premature		Out of jurisdiction (non-discretionary)	7	140	4	110		
Resolved 1 35 1 18 14 294 14 14 294 14 14 294 14 14 294 15 15 15 15 15 15 15 1		Outcome not achievable	6	107	1	40		
Total		Premature	3	42	4	33		
Fully upheld 0 33 33 0 31 33 33 33		Resolved	1	35	1	18		
Some upheld 0		Total	19	416	14	294		
Not upheld	Early	Fully upheld	0	33	0	31		
Not duly made or withdrawn 0 0 0 1 Resolved 0 3 0 4 110 3 111 110 3 111 110 11	Resolution 2	Some upheld	0	18	2	25		
Resolved		Not upheld	1	56	1	50		
Total		Not duly made or withdrawn	0	0	0	1		
Fully upheld		Resolved	0	_				
Some upheld 0 26 3 39 60 Not upheld 7 63 9 60 Not duly made or withdrawn 0 1 0 2 Resolved 0 1 0 1 Total 8 119 15 122 Investigation 2 Fully upheld 0 3 0 0 Some upheld 0 1 0 0 Not upheld 0 0 1 Not upheld 0 0 0 Total 0 4 0 0 Total Complaints 22 755 28 692 Premature Complaints 22 755 28 692 Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115			1	110	3	111		
Not upheld 7 63 9 60 Not duly made or withdrawn 0 1 Resolved 0 1 Total 8 119 Investigation 2 Fully upheld 0 3 Some upheld 0 1 Not upheld 0 0 Total 0 4 Total Complaints 22 755 28 692 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115 Total Cases Upheld / Some Upheld 1 109 8 115 Resolved 7 0 1 0	Investigation 1	Fully upheld	1	28		20		
Not duly made or withdrawn 0			_	26				
Resolved 0				63				
Total R		Not duly made or withdrawn		1	0	2		
Investigation 2		Resolved		1	0			
Some upheld 0 1 0 0 Not upheld 0 0 0 0 0 Total 0 4 0 0 0 Total Premature Complaints 56 1,842 85 1,747 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115		Total	8	119	15	122		
Not upheld 0 0 Total 0 4 Total Complaints 56 1,842 Total Premature Complaints 22 755 28 692 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115	Investigation 2	Fully upheld			_			
Total 0 4 0 0 Total Complaints 56 1,842 85 1,747 Total Premature Complaints 22 755 28 692 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115		Some upheld		1	0	0		
Total Complaints 56 1,842 85 1,747 Total Premature Complaints 22 755 28 692 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115		Not upheld		_	0			
Total Premature Complaints 22 755 28 692 Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115		Total	0	4		0		
Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115	Total Complaints		56	1,842	85	1,747		
Premature Rate 39.3% 41.0% 32.9% 39.6% Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115	Total Premature Co	mplaints	22	755	28	692		
Fit for SPSO Total (ER2, Inv1 & Inv2) 9 233 18 233 Total Cases Upheld / Some Upheld 1 109 8 115	Premature Rate							
Total Cases Upheld / Some Upheld 1 109 8 115	· · · · · · · · · · · · · · · · · · ·				-			
	Fit for SPSO Total (ER2, Inv1 & Inv2)		9	233	18	233		
Uphold Rate (total upheld / total fit for SPSO) 11.1% 46.8% 44.4% 49.4%	Total Cases Upheld / Some Upheld		1	109	8	115		
	Uphold Rate (total upheld / total fit for SPSO)		11.1%	46.8%	44.4%	49.4%		