

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

<b>Subject Group</b>	<b>Clackmannanshire Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Housing	5	1	38.5%	468	1	24.9%
Social Work	3	2	23.1%	253	2	13.5%
Education	2	3=	15.4%	174	4=	9.3%
Finance	2	3=	15.4%	174	4=	9.3%
Planning	0	-	0.0%	217	3	11.5%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Roads & Transport	0	-	0.0%	119	7	6.3%
Legal & Admin	0	-	0.0%	76	8	4.0%
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%
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	1	-	7.7%	51	-	2.7%
<b>Total</b>	<b>13</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>			0.7%			100.0%

**Complaints Received by Subject 2013-14**

<b>Subject Group</b>	<b>Clackmannanshire Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Housing	6	1	50.0%	446	1	25.5%
Education	3	2	25.0%	171	5	9.8%
Social Work	1	3=	8.3%	229	2	13.1%
Finance	1	3=	8.3%	173	4	9.9%
Building Control	1	3=	8.3%	62	9	3.5%
Planning	0	-	0.0%	223	3	12.7%
Roads & Transport	0	-	0.0%	119	6	6.8%
Environmental Health & Cleansing	0	-	0.0%	98	7	5.6%
Legal & Admin	0	-	0.0%	75	8	4.3%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
Land & Property	0	-	0.0%	28	11	1.6%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
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%
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	0	-	0.0%	38	-	2.2%
<b>Total</b>	<b>12</b>	<b>-</b>	<b>100.0%</b>	<b>1,750</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>			0.7%			100.0%

**TABLE 2**  
**Complaints Determined by Outcome**

Stage	Outcome Group	2014-15		2013-14	
		Clackmannanshire Council	Sector Total	Clackmannanshire Council	Sector Total
Advice	Not duly made or withdrawn	2	380	0	328
	Out of jurisdiction (discretionary)	1	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	0	42	0	129
	Premature	8	713	7	659
	Resolved	0	4	0	6
	<b>Total</b>	<b>11</b>	<b>1,193</b>	<b>7</b>	<b>1,220</b>
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	0	56	1	57
	Out of jurisdiction (non-discretionary)	2	140	0	110
	Outcome not achievable	0	107	0	40
	Premature	0	42	1	33
	Resolved	0	35	0	18
<b>Total</b>	<b>2</b>	<b>416</b>	<b>2</b>	<b>294</b>	
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	0	25
	Not upheld	0	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
<b>Total</b>	<b>0</b>	<b>110</b>	<b>0</b>	<b>111</b>	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	1	63	1	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	1	1
<b>Total</b>	<b>1</b>	<b>119</b>	<b>2</b>	<b>122</b>	
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	
<b>Total Complaints</b>		<b>14</b>	<b>1,842</b>	<b>11</b>	<b>1,747</b>
Total Premature Complaints		8	755	8	692
Premature Rate		57.1%	41.0%	72.7%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	233	2	233
Total Cases Upheld / Some Upheld		0	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		0.0%	46.8%	0.0%	49.4%