

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	East Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	8	1	26.7%	253	2	13.5%
Housing	7	2	23.3%	468	1	24.9%
Finance	6	3	20.0%	174	4=	9.3%
Planning	4	4	13.3%	217	3	11.5%
Education	1	5=	3.3%	174	4=	9.3%
Roads & Transport	1	5=	3.3%	119	7	6.3%
Legal & Admin	1	5=	3.3%	76	8	4.0%
Building Control	1	5=	3.3%	61	9	3.2%
Other	1	5=	3.3%	21	12	1.1%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
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	0	-	0.0%	51	-	2.7%
Total	30	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		<i>1.6%</i>			<i>100.0%</i>	

Complaints Received by Subject 2013-14

Subject Group	East Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	43.2%	446	1	25.5%
Legal & Admin	4	2	10.8%	75	8	4.3%
Planning	3	3=	8.1%	223	3	12.7%
Finance	3	3=	8.1%	173	4	9.9%
Roads & Transport	3	3=	8.1%	119	6	6.8%
Social Work	2	6	5.4%	229	2	13.1%
Education	1	7=	2.7%	171	5	9.8%
Environmental Health & Cleansing	1	7=	2.7%	98	7	5.6%
Recreation & Leisure	1	7=	2.7%	30	10	1.7%
Welfare Fund - Community Care Grants	1	7=	2.7%	10	12=	0.6%
Welfare Fund - Crisis Grants	1	7=	2.7%	6	17	0.3%
Building Control	0	-	0.0%	62	9	3.5%
Land & Property	0	-	0.0%	28	11	1.6%
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%
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	-	2.7%	38	-	2.2%
Total	37	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		<i>2.1%</i>			<i>100.0%</i>	

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		East Ayrshire Council	Sector Total	East Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	4	380	8	328
	Out of jurisdiction (discretionary)	0	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	0	42	2	129
	Premature	22	713	18	659
	Resolved	1	4	0	6
	Total		27	1,193	28
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)	1	140	4	110
	Outcome not achievable	0	107	1	40
	Premature	0	42	1	33
	Resolved	0	35	1	18
	Total		1	416	8
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
	Total		0	110	0
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	0	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		0	119	0
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	1	1	0	0
	Not upheld	0	0	0	0
	Total		1	4	0
Total Complaints		29	1,842	36	1,747
Total Premature Complaints		22	755	19	692
Premature Rate		75.9%	41.0%	52.8%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	233	0	233
Total Cases Upheld / Some Upheld		1	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		100.0%	46.8%	-	49.4%