

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	East Dunbartonshire Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Planning	8	1	27.6%	217	3	11.5%
Housing	7	2	24.1%	468	1	24.9%
Social Work	3	3=	10.3%	253	2	13.5%
Education	3	3=	10.3%	174	4=	9.3%
Roads & Transport	2	5	6.9%	119	7	6.3%
Legal & Admin	1	6=	3.4%	76	8	4.0%
Recreation & Leisure	1	6=	3.4%	24	11	1.3%
Other	1	6=	3.4%	21	12	1.1%
Personnel	1	6=	3.4%	10	15	0.5%
Finance	0	-	0.0%	174	4=	9.3%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
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	2	-	6.9%	51	-	2.7%
Total	29	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>						
	1.5%			100.0%		

Complaints Received by Subject 2013-14

Subject Group	East Dunbartonshire Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	9	1	29.0%	446	1	25.5%
Education	7	2	22.6%	171	5	9.8%
Social Work	4	3	12.9%	229	2	13.1%
Planning	3	4	9.7%	223	3	12.7%
Finance	2	5=	6.5%	173	4	9.9%
Roads & Transport	2	5=	6.5%	119	6	6.8%
Legal & Admin	1	7	3.2%	75	8	4.3%
Personnel	1	7	3.2%	7	16	0.4%
Economic Development	1	7	3.2%	3	18=	0.2%
Environmental Health & Cleansing	0	-	0.0%	98	7	5.6%
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%
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%
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	-	3.2%	38	-	2.2%
Total	31	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>						
	1.8%			100.0%		

TABLE 2
Complaints Determined by Outcome

		2014-15		2013-14	
Stage	Outcome Group	East Dunbartonshire Council	Sector Total	East Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	3	380	7	328
	Out of jurisdiction (discretionary)	0	29	1	56
	Out of jurisdiction (non-discretionary)	1	25	2	42
	Outcome not achievable	0	42	4	129
	Premature	16	713	11	659
	Resolved	0	4	1	6
	Total		20	1,193	26
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	1	56	2	57
	Out of jurisdiction (non-discretionary)	3	140	1	110
	Outcome not achievable	0	107	0	40
	Premature	0	42	0	33
	Resolved	0	35	0	18
	Total		4	416	3
Early Resolution 2	Fully upheld	1	33	1	31
	Some upheld	1	18	0	25
	Not upheld	2	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total		4	110	2
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	1	26	0	39
	Not upheld	0	63	1	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		1	119	1
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total		0	4	0
Total Complaints		29	1,842	32	1,747
Total Premature Complaints		16	755	11	692
Premature Rate		55.2%	41.0%	34.4%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		5	233	3	233
Total Cases Upheld / Some Upheld		3	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		60.0%	46.8%	33.3%	49.4%