

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	East Lothian Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	19	1	47.5%	468	1	24.9%
Social Work	5	2=	12.5%	253	2	13.5%
Planning	5	2=	12.5%	217	3	11.5%
Finance	3	4=	7.5%	174	4=	9.3%
Legal & Admin	3	4=	7.5%	76	8	4.0%
Education	2	6	5.0%	174	4=	9.3%
Land & Property	1	7=	2.5%	29	10	1.5%
Economic Development	1	7=	2.5%	8	16=	0.4%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Roads & Transport	0	-	0.0%	119	7	6.3%
Building Control	0	-	0.0%	61	9	3.2%
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%
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	-	2.5%	51	-	2.7%
Total	40	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		<i>2.1%</i>				<i>100.0%</i>

Complaints Received by Subject 2013-14

Subject Group	East Lothian Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	25	1	49.0%	446	1	25.5%
Social Work	6	2	11.8%	229	2	13.1%
Finance	4	3	7.8%	173	4	9.9%
Education	3	4=	5.9%	171	5	9.8%
Roads & Transport	3	4=	5.9%	119	6	6.8%
Planning	2	6=	3.9%	223	3	12.7%
Environmental Health & Cleansing	2	6=	3.9%	98	7	5.6%
Legal & Admin	2	6=	3.9%	75	8	4.3%
Recreation & Leisure	1	9=	2.0%	30	10	1.7%
Other	1	9=	2.0%	9	14	0.5%
Personnel	1	9=	2.0%	7	16	0.4%
Building Control	0	-	0.0%	62	9	3.5%
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%
Consumer Protection	0	-	0.0%	8	15	0.5%
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	-	2.0%	38	-	2.2%
Total	51	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		<i>2.9%</i>				<i>100.0%</i>

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		East Lothian Council	Sector Total	East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	7	380	15	328
	Out of jurisdiction (discretionary)	0	29	2	56
	Out of jurisdiction (non-discretionary)	0	25	1	42
	Outcome not achievable	1	42	7	129
	Premature	14	713	16	659
	Resolved	0	4	0	6
	Total	22	1,193	41	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	3	36
	Out of jurisdiction (discretionary)	2	56	0	57
	Out of jurisdiction (non-discretionary)	3	140	3	110
	Outcome not achievable	3	107	0	40
	Premature	0	42	1	33
	Resolved	0	35	0	18
Total	8	416	7	294	
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	1	25
	Not upheld	2	56	3	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	2	110	4	111	
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	1	1	0	1
	Total	2	119	1	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		34	1,842	53	1,747
Total Premature Complaints		14	755	17	692
Premature Rate		41.2%	41.0%	32.1%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	233	5	233
Total Cases Upheld / Some Upheld		0	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		0.0%	46.8%	20.0%	49.4%