

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	64	1	24.7%	468	1	24.9%
Building Control	43	2	16.6%	61	9	3.2%
Environmental Health & Cleansing	33	3	12.7%	148	6	7.9%
Finance	28	4	10.8%	174	4=	9.3%
Planning	26	5	10.0%	217	3	11.5%
Roads & Transport	15	6	5.8%	119	7	6.3%
Social Work	14	7	5.4%	253	2	13.5%
Education	9	8=	3.5%	174	4=	9.3%
Legal & Admin	9	8=	3.5%	76	8	4.0%
Land & Property	3	10	1.2%	29	10	1.5%
Recreation & Leisure	2	11=	0.8%	24	11	1.3%
Welfare Fund - Crisis Grants	2	11=	0.8%	12	14	0.6%
Economic Development	2	11=	0.8%	8	16=	0.4%
Welfare Fund - Community Care Grants	1	14	0.4%	14	13	0.7%
Other	0	-	0.0%	21	12	1.1%
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	8	-	3.1%	51	-	2.7%
Total	259	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			13.8%			100.0%

Complaints Received by Subject 2013-14

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	58	1	25.6%	446	1	25.5%
Finance	35	2	15.4%	173	4	9.9%
Building Control	30	3	13.2%	62	9	3.5%
Planning	22	4	9.7%	223	3	12.7%
Social Work	16	5=	7.0%	229	2	13.1%
Environmental Health & Cleansing	16	5=	7.0%	98	7	5.6%
Legal & Admin	16	5=	7.0%	75	8	4.3%
Education	13	8=	5.7%	171	5	9.8%
Roads & Transport	13	8=	5.7%	119	6	6.8%
Land & Property	2	10	0.9%	28	11	1.6%
Recreation & Leisure	1	11=	0.4%	30	10	1.7%
Welfare Fund - Community Care Grants	1	11=	0.4%	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	4	-	1.8%	38	-	2.2%
Total	227	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			13.0%			100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		City of Edinburgh Council	Sector Total	City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	64	380	49	328
	Out of jurisdiction (discretionary)	2	29	6	56
	Out of jurisdiction (non-discretionary)	2	25	4	42
	Outcome not achievable	7	42	15	129
	Premature	79	713	73	659
	Resolved	0	4	0	6
	Total	154	1,193	147	1,220
Early Resolution 1	Not duly made or withdrawn	9	36	6	36
	Out of jurisdiction (discretionary)	5	56	10	57
	Out of jurisdiction (non-discretionary)	15	140	7	110
	Outcome not achievable	14	107	6	40
	Premature	11	42	6	33
	Resolved	7	35	4	18
Total	61	416	39	294	
Early Resolution 2	Fully upheld	4	33	5	31
	Some upheld	2	18	8	25
	Not upheld	13	56	9	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	1	3	2	4
Total	20	110	24	111	
Investigation 1	Fully upheld	5	28	3	20
	Some upheld	4	26	7	39
	Not upheld	8	63	4	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	17	119	14	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	252	1,842	224	1,747	
Total Premature Complaints		90	755	79	692
Premature Rate		35.7%	41.0%	35.3%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		37	233	38	233
Total Cases Upheld / Some Upheld		15	109	23	115
Uphold Rate (total upheld / total fit for SPSO)		40.5%	46.8%	60.5%	49.4%