

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	25	1	36.2%	468	1	24.9%
Education	12	2	17.4%	174	4=	9.3%
Social Work	8	3	11.6%	253	2	13.5%
Finance	7	4	10.1%	174	4=	9.3%
Environmental Health & Cleansing	5	5	7.2%	148	6	7.9%
Legal & Admin	3	6	4.3%	76	8	4.0%
Planning	2	7	2.9%	217	3	11.5%
Roads & Transport	1	8=	1.4%	119	7	6.3%
Land & Property	1	8=	1.4%	29	10	1.5%
Welfare Fund - Community Care Grants	1	8=	1.4%	14	13	0.7%
Personnel	1	8=	1.4%	10	15	0.5%
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 - 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	3	-	4.3%	51	-	2.7%
Total	69	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		3.7%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	29	1	43.3%	446	1	25.5%
Finance	8	2	11.9%	173	4	9.9%
Social Work	7	3	10.4%	229	2	13.1%
Education	6	4	9.0%	171	5	9.8%
Planning	4	5=	6.0%	223	3	12.7%
Environmental Health & Cleansing	4	5=	6.0%	98	7	5.6%
Roads & Transport	2	7=	3.0%	119	6	6.8%
Legal & Admin	2	7=	3.0%	75	8	4.3%
Recreation & Leisure	2	7=	3.0%	30	10	1.7%
Land & Property	1	10=	1.5%	28	11	1.6%
Personnel	1	10=	1.5%	7	16	0.4%
Building Control	0	-	0.0%	62	9	3.5%
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%
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	-	1.5%	38	-	2.2%
Total	67	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		3.8%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Falkirk Council	Sector Total	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	19	380	14	328
	Out of jurisdiction (discretionary)	1	29	4	56
	Out of jurisdiction (non-discretionary)	0	25	1	42
	Outcome not achievable	2	42	4	129
	Premature	24	713	28	659
	Resolved	1	4	1	6
	Total	47	1,193	52	1,220
Early Resolution 1	Not duly made or withdrawn	1	36	1	36
	Out of jurisdiction (discretionary)	3	56	1	57
	Out of jurisdiction (non-discretionary)	2	140	3	110
	Outcome not achievable	3	107	2	40
	Premature	2	42	2	33
	Resolved	0	35	1	18
Total	11	416	10	294	
Early Resolution 2	Fully upheld	1	33	0	31
	Some upheld	0	18	0	25
	Not upheld	0	56	3	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	1	110	3	111	
Investigation 1	Fully upheld	3	28	2	20
	Some upheld	0	26	3	39
	Not upheld	1	63	3	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	4	119	8	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		63	1,842	73	1,747
Total Premature Complaints		26	755	30	692
Premature Rate		41.3%	41.0%	41.1%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		5	233	11	233
Total Cases Upheld / Some Upheld		4	109	5	115
Uphold Rate (total upheld / total fit for SPSO)		80.0%	46.8%	45.5%	49.4%