

**TABLE 1**  
**Complaints Received by Subject 2014-15**

Subject Group	Fife Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	48	1	35.6%	468	1	24.9%
Social Work	18	2	13.3%	253	2	13.5%
Planning	13	3	9.6%	217	3	11.5%
Education	11	4	8.1%	174	4=	9.3%
Environmental Health & Cleansing	10	5	7.4%	148	6	7.9%
Finance	9	6	6.7%	174	4=	9.3%
Legal & Admin	8	7	5.9%	76	8	4.0%
Roads & Transport	4	8	3.0%	119	7	6.3%
Land & Property	3	9	2.2%	29	10	1.5%
Recreation & Leisure	2	10=	1.5%	24	11	1.3%
Personnel	2	10=	1.5%	10	15	0.5%
Consumer Protection	2	10=	1.5%	8	16=	0.4%
Building Control	1	13=	0.7%	61	9	3.2%
Other	1	13=	0.7%	21	12	1.1%
Valuation Joint Boards	1	13=	0.7%	6	18	0.3%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Economic Development	0	-	0.0%	8	16=	0.4%
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	-	1.5%	51	-	2.7%
<b>Total</b>	<b>135</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		7.2%		100.0%		

**Complaints Received by Subject 2013-14**

Subject Group	Fife Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	44	1	33.1%	446	1	25.5%
Social Work	24	2	18.0%	229	2	13.1%
Planning	15	3	11.3%	223	3	12.7%
Education	12	4	9.0%	171	5	9.8%
Finance	11	5=	8.3%	173	4	9.9%
Roads & Transport	11	5=	8.3%	119	6	6.8%
Environmental Health & Cleansing	5	7	3.8%	98	7	5.6%
Land & Property	3	8	2.3%	28	11	1.6%
Legal & Admin	2	9	1.5%	75	8	4.3%
Building Control	1	10=	0.8%	62	9	3.5%
Recreation & Leisure	1	10=	0.8%	30	10	1.7%
Welfare Fund - Community Care Grants	1	10=	0.8%	10	12=	0.6%
Consumer Protection	1	10=	0.8%	8	15	0.5%
Personnel	1	10=	0.8%	7	16	0.4%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	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	-	0.8%	38	-	2.2%
<b>Total</b>	<b>133</b>	<b>-</b>	<b>100.0%</b>	<b>1,750</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		7.6%		100.0%		

**TABLE 2**  
**Complaints Determined by Outcome**

Stage	Outcome Group	2014-15		2013-14	
		Fife Council	Sector Total	Fife Council	Sector Total
Advice	Not duly made or withdrawn	28	380	28	328
	Out of jurisdiction (discretionary)	1	29	5	56
	Out of jurisdiction (non-discretionary)	1	25	2	42
	Outcome not achievable	3	42	12	129
	Premature	53	713	46	659
	Resolved	1	4	0	6
	<b>Total</b>	<b>87</b>	<b>1,193</b>	<b>93</b>	<b>1,220</b>
Early Resolution 1	Not duly made or withdrawn	4	36	7	36
	Out of jurisdiction (discretionary)	3	56	8	57
	Out of jurisdiction (non-discretionary)	8	140	12	110
	Outcome not achievable	4	107	4	40
	Premature	5	42	1	33
	Resolved	4	35	2	18
	<b>Total</b>	<b>28</b>	<b>416</b>	<b>34</b>	<b>294</b>
Early Resolution 2	Fully upheld	4	33	3	31
	Some upheld	0	18	0	25
	Not upheld	4	56	6	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	<b>Total</b>	<b>8</b>	<b>110</b>	<b>9</b>	<b>111</b>
Investigation 1	Fully upheld	2	28	1	20
	Some upheld	0	26	2	39
	Not upheld	2	63	5	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	<b>Total</b>	<b>4</b>	<b>119</b>	<b>8</b>	<b>122</b>
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Total Complaints</b>	<b>127</b>	<b>1,842</b>	<b>144</b>	<b>1,747</b>	
Total Premature Complaints		58	755	47	692
Premature Rate		45.7%	41.0%	32.6%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		12	233	17	233
Total Cases Upheld / Some Upheld		6	109	6	115
Uphold Rate (total upheld / total fit for SPSO)		50.0%	46.8%	35.3%	49.4%