

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Moray Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	7	1=	20.0%	468	1	24.9%
Education	7	1=	20.0%	174	4=	9.3%
Finance	6	3	17.1%	174	4=	9.3%
Social Work	5	4=	14.3%	253	2	13.5%
Planning	5	4=	14.3%	217	3	11.5%
Environmental Health & Cleansing	2	6=	5.7%	148	6	7.9%
Legal & Admin	2	6=	5.7%	76	8	4.0%
Roads & Transport	0	-	0.0%	119	7	6.3%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
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%
Economic Development	0	-	0.0%	8	16=	0.4%
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	-	2.9%	51	-	2.7%
Total	35	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			1.9%			100.0%

Complaints Received by Subject 2013-14

Subject Group	Moray Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1	24.0%	446	1	25.5%
Planning	5	2	20.0%	223	3	12.7%
Education	3	3=	12.0%	171	5	9.8%
Environmental Health & Cleansing	3	3=	12.0%	98	7	5.6%
Social Work	2	5=	8.0%	229	2	13.1%
Finance	2	5=	8.0%	173	4	9.9%
Legal & Admin	1	7=	4.0%	75	8	4.3%
Building Control	1	7=	4.0%	62	9	3.5%
Land & Property	1	7=	4.0%	28	11	1.6%
Welfare Fund - Crisis Grants	1	7=	4.0%	6	17	0.3%
Roads & Transport	0	-	0.0%	119	6	6.8%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
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%
Personnel	0	-	0.0%	7	16	0.4%
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	0	-	0.0%	38	-	2.2%
Total	25	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			1.4%			100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Moray Council	Sector Total	Moray Council	Sector Total
Advice	Not duly made or withdrawn	11	380	5	328
	Out of jurisdiction (discretionary)	0	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	1	42	4	129
	Premature	10	713	7	659
	Resolved	0	4	0	6
	Total		22	1,193	16
Early Resolution 1	Not duly made or withdrawn	1	36	1	36
	Out of jurisdiction (discretionary)	0	56	0	57
	Out of jurisdiction (non-discretionary)	3	140	5	110
	Outcome not achievable	2	107	1	40
	Premature	1	42	0	33
	Resolved	1	35	0	18
	Total		8	416	7
Early Resolution 2	Fully upheld	0	33	1	31
	Some upheld	0	18	0	25
	Not upheld	2	56	2	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total		2	110	3
Investigation 1	Fully upheld	0	28	1	20
	Some upheld	1	26	0	39
	Not upheld	1	63	1	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		2	119	2
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		34	1,842	28	1,747
Total Premature Complaints		11	755	7	692
Premature Rate		32.4%	41.0%	25.0%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	233	5	233
Total Cases Upheld / Some Upheld		1	109	2	115
Uphold Rate (total upheld / total fit for SPSO)		25.0%	46.8%	40.0%	49.4%