

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	24	1	25.8%	468	1	24.9%
Social Work	17	2	18.3%	253	2	13.5%
Finance	14	3	15.1%	174	4=	9.3%
Planning	9	4=	9.7%	217	3	11.5%
Education	9	4=	9.7%	174	4=	9.3%
Environmental Health & Cleansing	7	6	7.5%	148	6	7.9%
Roads & Transport	4	7	4.3%	119	7	6.3%
Legal & Admin	3	8	3.2%	76	8	4.0%
Personnel	2	9	2.2%	10	15	0.5%
Other	1	10=	1.1%	21	12	1.1%
Welfare Fund - Crisis Grants	1	10=	1.1%	12	14	0.6%
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%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
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	2	-	2.2%	51	-	2.7%
Total	93	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			<i>4.9%</i>			<i>100.0%</i>

Complaints Received by Subject 2013-14

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	36	1	41.4%	446	1	25.5%
Social Work	16	2	18.4%	229	2	13.1%
Planning	8	3=	9.2%	223	3	12.7%
Finance	8	3=	9.2%	173	4	9.9%
Roads & Transport	5	5	5.7%	119	6	6.8%
Environmental Health & Cleansing	4	6	4.6%	98	7	5.6%
Legal & Admin	3	7	3.4%	75	8	4.3%
Education	2	8	2.3%	171	5	9.8%
Other	1	9	1.1%	9	14	0.5%
Building Control	0	-	0.0%	62	9	3.5%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
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%
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	-	4.6%	38	-	2.2%
Total	87	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			<i>5.0%</i>			<i>100.0%</i>

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		North Lanarkshire Council	Sector Total	North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	11	380	20	328
	Out of jurisdiction (discretionary)	2	29	2	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	2	42	2	129
	Premature	45	713	43	659
	Resolved	0	4	0	6
	Total	60	1,193	67	1,220
Early Resolution 1	Not duly made or withdrawn	1	36	1	36
	Out of jurisdiction (discretionary)	5	56	1	57
	Out of jurisdiction (non-discretionary)	6	140	3	110
	Outcome not achievable	4	107	3	40
	Premature	2	42	2	33
	Resolved	2	35	1	18
	Total	20	416	11	294
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	0	25
	Not upheld	3	56	2	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total	3	110	2	111
Investigation 1	Fully upheld	1	28	1	20
	Some upheld	1	26	0	39
	Not upheld	2	63	1	60
	Not duly made or withdrawn	1	1	0	2
	Resolved	0	1	0	1
	Total	5	119	2	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		88	1,842	82	1,747
Total Premature Complaints		47	755	45	692
Premature Rate		53.4%	41.0%	54.9%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		8	233	4	233
Total Cases Upheld / Some Upheld		2	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		25.0%	46.8%	25.0%	49.4%