

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

<b>Subject Group</b>	<b>Orkney Islands Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Housing	1	1=	25.0%	468	1	24.9%
Social Work	1	1=	25.0%	253	2	13.5%
Planning	1	1=	25.0%	217	3	11.5%
Finance	0	-	0.0%	174	4=	9.3%
Education	0	-	0.0%	174	4=	9.3%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Roads & Transport	0	-	0.0%	119	7	6.3%
Legal & Admin	0	-	0.0%	76	8	4.0%
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%
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	1	-	25.0%	51	-	2.7%
<b>Total</b>	<b>4</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>0.2%</i>				<i>100.0%</i>

**Complaints Received by Subject 2013-14**

<b>Subject Group</b>	<b>Orkney Islands Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Social Work	1	1=	50.0%	229	2	13.1%
Environmental Health & Cleansing	1	1=	50.0%	98	7	5.6%
Housing	0	-	0.0%	446	1	25.5%
Planning	0	-	0.0%	223	3	12.7%
Finance	0	-	0.0%	173	4	9.9%
Education	0	-	0.0%	171	5	9.8%
Roads & Transport	0	-	0.0%	119	6	6.8%
Legal & Admin	0	-	0.0%	75	8	4.3%
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%
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	0	-	0.0%	38	-	2.2%
<b>Total</b>	<b>2</b>	<b>-</b>	<b>100.0%</b>	<b>1,750</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>0.1%</i>				<i>100.0%</i>

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

Stage	Outcome Group	2014-15		2013-14	
		Orkney Islands Council	Sector Total	Orkney Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	380	0	328
	Out of jurisdiction (discretionary)	0	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	0	42	0	129
	Premature	1	713	1	659
	Resolved	0	4	0	6
	<b>Total</b>	<b>2</b>	<b>1,193</b>	<b>1</b>	<b>1,220</b>
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	0	56	1	57
	Out of jurisdiction (non-discretionary)	1	140	0	110
	Outcome not achievable	1	107	0	40
	Premature	0	42	0	33
	Resolved	0	35	0	18
<b>Total</b>	<b>2</b>	<b>416</b>	<b>1</b>	<b>294</b>	
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	0	25
	Not upheld	0	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
<b>Total</b>	<b>0</b>	<b>110</b>	<b>0</b>	<b>111</b>	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	0	63	2	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	<b>Total</b>	<b>0</b>	<b>119</b>	<b>2</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>4</b>	<b>1,842</b>	<b>4</b>	<b>1,747</b>
Total Premature Complaints		1	755	1	692
Premature Rate		25.0%	41.0%	25.0%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		0	233	2	233
Total Cases Upheld / Some Upheld		0	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		-	46.8%	0.0%	49.4%