

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Scottish Borders Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Education	7	1	21.2%	174	4=	9.3%
Social Work	6	2	18.2%	253	2	13.5%
Finance	5	3	15.2%	174	4=	9.3%
Planning	4	4	12.1%	217	3	11.5%
Housing	2	5=	6.1%	468	1	24.9%
Land & Property	2	5=	6.1%	29	10	1.5%
Environmental Health & Cleansing	1	7=	3.0%	148	6	7.9%
Roads & Transport	1	7=	3.0%	119	7	6.3%
Building Control	1	7=	3.0%	61	9	3.2%
Recreation & Leisure	1	7=	3.0%	24	11	1.3%
Personnel	1	7=	3.0%	10	15	0.5%
Economic Development	1	7=	3.0%	8	16=	0.4%
Legal & Admin	0	-	0.0%	76	8	4.0%
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%
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	-	3.0%	51	-	2.7%
Total	33	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		1.8%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	Scottish Borders Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Social Work	9	1=	20.9%	229	2	13.1%
Planning	9	1=	20.9%	223	3	12.7%
Education	8	3	18.6%	171	5	9.8%
Finance	5	4	11.6%	173	4	9.9%
Housing	3	5=	7.0%	446	1	25.5%
Environmental Health & Cleansing	3	5=	7.0%	98	7	5.6%
Legal & Admin	2	7	4.7%	75	8	4.3%
Roads & Transport	1	8=	2.3%	119	6	6.8%
Recreation & Leisure	1	8=	2.3%	30	10	1.7%
Land & Property	1	8=	2.3%	28	11	1.6%
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%
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	1	-	2.3%	38	-	2.2%
Total	43	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		2.5%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Scottish Borders Council	Sector Total	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	12	380	6	328
	Out of jurisdiction (discretionary)	1	29	0	56
	Out of jurisdiction (non-discretionary)	1	25	1	42
	Outcome not achievable	1	42	3	129
	Premature	6	713	20	659
	Resolved	0	4	0	6
	Total	21	1,193	30	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	1	56	3	57
	Out of jurisdiction (non-discretionary)	1	140	1	110
	Outcome not achievable	1	107	0	40
	Premature	0	42	1	33
	Resolved	0	35	0	18
Total	3	416	5	294	
Early Resolution 2	Fully upheld	0	33	1	31
	Some upheld	1	18	2	25
	Not upheld	1	56	3	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	1	3	0	4
Total	3	110	6	111	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	1	39
	Not upheld	1	63	2	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	1	119	3	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		28	1,842	44	1,747
Total Premature Complaints		6	755	21	692
Premature Rate		21.4%	41.0%	47.7%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		4	233	9	233
Total Cases Upheld / Some Upheld		1	109	4	115
Uphold Rate (total upheld / total fit for SPSO)		25.0%	46.8%	44.4%	49.4%