

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Shetland Islands Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Planning	4	1	26.7%	217	3	11.5%
Housing	2	2=	13.3%	468	1	24.9%
Social Work	2	2=	13.3%	253	2	13.5%
Education	2	2=	13.3%	174	4=	9.3%
Finance	1	5=	6.7%	174	4=	9.3%
Roads & Transport	1	5=	6.7%	119	7	6.3%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
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	3	-	20.0%	51	-	2.7%
Total	15	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		<i>0.8%</i>			<i>100.0%</i>	

Complaints Received by Subject 2013-14

Subject Group	Shetland Islands Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Roads & Transport	2	1	40.0%	119	6	6.8%
Housing	1	2=	20.0%	446	1	25.5%
Social Work	1	2=	20.0%	229	2	13.1%
Finance	1	2=	20.0%	173	4	9.9%
Planning	0	-	0.0%	223	3	12.7%
Education	0	-	0.0%	171	5	9.8%
Environmental Health & Cleansing	0	-	0.0%	98	7	5.6%
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%
Total	5	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		<i>0.3%</i>			<i>100.0%</i>	

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Shetland Islands Council	Sector Total	Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	2	380	0	328
	Out of jurisdiction (discretionary)	1	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	0	42	1	129
	Premature	7	713	2	659
	Resolved	0	4	0	6
	Total	10	1,193	3	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	0	56	0	57
	Out of jurisdiction (non-discretionary)	2	140	1	110
	Outcome not achievable	0	107	0	40
	Premature	1	42	0	33
	Resolved	0	35	1	18
Total	3	416	2	294	
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
Total	0	110	0	111	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	0	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	0	119	0	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		13	1,842	5	1,747
Total Premature Complaints		8	755	2	692
Premature Rate		61.5%	41.0%	40.0%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		0	233	0	233
Total Cases Upheld / Some Upheld		0	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		-	46.8%	-	49.4%