

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	22.0%	468	1	24.9%
Social Work	8	2	19.5%	253	2	13.5%
Planning	7	3	17.1%	217	3	11.5%
Education	4	4=	9.8%	174	4=	9.3%
Legal & Admin	4	4=	9.8%	76	8	4.0%
Environmental Health & Cleansing	2	6=	4.9%	148	6	7.9%
Roads & Transport	2	6=	4.9%	119	7	6.3%
Finance	1	8=	2.4%	174	4=	9.3%
Building Control	1	8=	2.4%	61	9	3.2%
Other	1	8=	2.4%	21	12	1.1%
Welfare Fund - Crisis Grants	1	8=	2.4%	12	14	0.6%
Economic Development	1	8=	2.4%	8	16=	0.4%
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%
Personnel	0	-	0.0%	10	15	0.5%
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	0	-	0.0%	51	-	2.7%
Total	41	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		2.2%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	7	1=	17.9%	446	1	25.5%
Education	7	1=	17.9%	171	5	9.8%
Social Work	6	3	15.4%	229	2	13.1%
Planning	5	4=	12.8%	223	3	12.7%
Environmental Health & Cleansing	5	4=	12.8%	98	7	5.6%
Roads & Transport	3	6=	7.7%	119	6	6.8%
Building Control	3	6=	7.7%	62	9	3.5%
Legal & Admin	1	8=	2.6%	75	8	4.3%
Personnel	1	8=	2.6%	7	16	0.4%
Finance	0	-	0.0%	173	4	9.9%
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%
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	-	2.6%	38	-	2.2%
Total	39	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		2.2%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		South Ayrshire Council	Sector Total	South Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	3	380	10	328
	Out of jurisdiction (discretionary)	2	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	3	42
	Outcome not achievable	0	42	4	129
	Premature	19	713	9	659
	Resolved	0	4	0	6
	Total	24	1,193	26	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	1	36
	Out of jurisdiction (discretionary)	1	56	0	57
	Out of jurisdiction (non-discretionary)	2	140	2	110
	Outcome not achievable	4	107	2	40
	Premature	1	42	0	33
	Resolved	1	35	0	18
Total	9	416	5	294	
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	0	18	1	25
	Not upheld	2	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	2	110	2	111	
Investigation 1	Fully upheld	2	28	1	20
	Some upheld	0	26	0	39
	Not upheld	2	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
Total	4	119	1	122	
Investigation 2	Fully upheld	1	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
Total	1	4	0	0	
Total Complaints		40	1,842	34	1,747
Total Premature Complaints		20	755	9	692
Premature Rate		50.0%	41.0%	26.5%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		7	233	3	233
Total Cases Upheld / Some Upheld		3	109	2	115
Uphold Rate (total upheld / total fit for SPSO)		42.9%	46.8%	66.7%	49.4%