

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	22	1	28.2%	468	1	24.9%
Education	16	2	20.5%	174	4=	9.3%
Finance	9	3	11.5%	174	4=	9.3%
Planning	7	4	9.0%	217	3	11.5%
Roads & Transport	6	5	7.7%	119	7	6.3%
Social Work	5	6	6.4%	253	2	13.5%
Legal & Admin	4	7	5.1%	76	8	4.0%
Environmental Health & Cleansing	3	8	3.8%	148	6	7.9%
Land & Property	2	9=	2.6%	29	10	1.5%
Recreation & Leisure	2	9=	2.6%	24	11	1.3%
Building Control	1	11	1.3%	61	9	3.2%
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	1	-	1.3%	51	-	2.7%
Total	78	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		4.1%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	18	1	25.7%	171	5	9.8%
Housing	14	2	20.0%	446	1	25.5%
Social Work	12	3	17.1%	229	2	13.1%
Planning	7	4	10.0%	223	3	12.7%
Finance	5	5=	7.1%	173	4	9.9%
Environmental Health & Cleansing	5	5=	7.1%	98	7	5.6%
Legal & Admin	4	7	5.7%	75	8	4.3%
Roads & Transport	2	8=	2.9%	119	6	6.8%
Land & Property	2	8=	2.9%	28	11	1.6%
Building Control	0	-	0.0%	62	9	3.5%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
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	-	1.4%	38	-	2.2%
Total	70	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		4.0%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		West Lothian Council	Sector Total	West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	13	380	8	328
	Out of jurisdiction (discretionary)	1	29	4	56
	Out of jurisdiction (non-discretionary)	2	25	2	42
	Outcome not achievable	2	42	6	129
	Premature	26	713	28	659
	Resolved	0	4	0	6
	Total	44	1,193	48	1,220
Early Resolution 1	Not duly made or withdrawn	2	36	2	36
	Out of jurisdiction (discretionary)	5	56	3	57
	Out of jurisdiction (non-discretionary)	6	140	2	110
	Outcome not achievable	10	107	1	40
	Premature	0	42	1	33
	Resolved	2	35	0	18
Total	25	416	9	294	
Early Resolution 2	Fully upheld	0	33	3	31
	Some upheld	0	18	3	25
	Not upheld	3	56	2	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	3	110	8	111	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	3	26	2	39
	Not upheld	0	63	1	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	3	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		75	1,842	68	1,747
Total Premature Complaints		26	755	29	692
Premature Rate		34.7%	41.0%	42.6%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		6	233	11	233
Total Cases Upheld / Some Upheld		3	109	8	115
Uphold Rate (total upheld / total fit for SPSO)		50.0%	46.8%	72.7%	49.4%