

**TABLE 1**  
**Complaints Received by Subject 2015-16**

Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	4	1=	13.3%	423	1	24.6%
Social Work	4	1=	13.3%	231	2	13.4%
Finance	4	1=	13.3%	179	3	10.4%
Planning	4	1=	13.3%	172	5	10.0%
Education	2	5=	6.7%	173	4	10.0%
Environmental Health & Cleansing	2	5=	6.7%	126	6	7.3%
Building Control	2	5=	6.7%	54	9	3.1%
Other	2	5=	6.7%	17	13	1.0%
Roads & Transport	1	9=	3.3%	120	7	7.0%
Legal & Admin	1	9=	3.3%	61	8	3.5%
Welfare Fund - Community Care Grants	1	9=	3.3%	31	11	1.8%
Land & Property	1	9=	3.3%	20	12	1.2%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	0	-	0.0%	9	15=	0.5%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
National Park Authorities	0	-	0.0%	6	17=	0.3%
Valuation Joint Boards	0	-	0.0%	6	17=	0.3%
Fire & Police Boards	0	-	0.0%	5	19	0.3%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	2	-	6.7%	33	-	1.9%
<b>Total</b>	<b>30</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		1.7%		100.0%		

**Complaints Received by Subject 2014-15**

Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
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%
<b>Total</b>	<b>33</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		1.8%		100.0%		

**TABLE 2**  
**Local Authority Complaints Determined 2015-16**

Stage	Outcome Group	2015-16		2014-15	
		Scottish Borders Council	Sector Total	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	7	321	12	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	1	25
	Outcome not achievable	0	6	1	42
	Premature	6	606	6	713
	Resolved	0	0	0	4
	<b>Total</b>		<b>13</b>	<b>944</b>	<b>21</b>
Early Resolution 1	Not duly made or withdrawn	0	54	0	36
	Out of jurisdiction (discretionary)	1	104	1	56
	Out of jurisdiction (non-discretionary)	5	196	1	140
	Outcome not achievable	5	185	1	107
	Premature	3	58	0	42
	Resolved	1	29	0	35
	<b>Total</b>		<b>15</b>	<b>626</b>	<b>3</b>
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	1	20	1	18
	Not upheld	0	37	1	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	1	3
	<b>Total</b>		<b>1</b>	<b>86</b>	<b>3</b>
Investigation 1	Fully upheld	2	23	0	28
	Some upheld	0	36	0	26
	Not upheld	2	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	<b>Total</b>		<b>4</b>	<b>107</b>	<b>1</b>
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Complaints</b>		<b>33</b>	<b>1,764</b>	<b>28</b>	<b>1,842</b>
Total Premature Complaints		9	664	6	755
Premature Rate		27.3%	37.6%	21.4%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		5	194	4	233
Total Cases Upheld / Some Upheld		3	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		60.0%	55.2%	25.0%	46.8%